

S101: Accept instructions to manage and improve own performance in a business environment

Overview: Accept instructions to take responsibility for own work and its delivery; improve own performance and behave in a way that encourages effective working.

Links: All categories

Specific skills:

- Analysing
- Communicating
- Decision-making
- Organising
- Planning
- Presenting
- Problem-solving
- Researching
- Using technology
- information

Performance Indicators

Be accountable for own work

1. Accept instructions given by authorised people and follow these instructions, checking any points not understood
2. Agree how to make best use of own time and the working methods to be used
3. Follow the correct procedures to deal with problems, using the support of other people when necessary
4. Keep other people informed of own progress
5. Take responsibility for own work and accept responsibility for any mistakes made
6. Follow agreed guidelines, procedures and, where appropriate, codes of practice

Behave in a way that supports effective working

7. Set achievable standards for own work and show commitment to achieving these standards
8. Understand own needs and rights
9. Show a willingness to take on new challenges
10. Adapt readily to change
11. Treat other people with honesty, respect and consideration

Improve own performance

12. Accept feedback from other people
13. Use feedback to agree ways to improve own work and put them into practice
14. Follow through a learning plan that meets own needs
15. Review own progress with a learning plan

Knowledge & Understanding

Be accountable for own work

- A. How to listen to and follow instructions carefully
- B. How to plan own work
- C. The purpose of keeping other people informed about progress
- D. How to ask for help if needed
- E. The benefits of acknowledging and learning from own mistakes
- F. Guidelines, procedures and codes of practice that are relevant to own work

Behave in a way that supports effective working

- G. The purpose of setting achievable standards for own work
- H. The benefits of being ready to take on new challenges and adapt to change
- I. The purpose and benefits of treating others with honesty, respect and consideration
- J. Why the way to behave in the workplace is important
- K. Types of behaviour that show honesty, respect and considerateness and types of behaviour that show the reverse

Improve own performance

- L. The value and benefits of continuously improving own work
- M. The benefits of accepting feedback from others
- N. How learning and development can help to improve own work, benefit the organisation and further own career
- O. The main career progression routes available
- P. The learning and development opportunities that are available