

S201: Agree how to manage and improve own performance in a business environment

Overview: Accept plans 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 information
- Problem-solving

Performance Indicators

Plan and be accountable for own work

1. Agree realistic targets and achievable timescales for own work
2. Plan how to make best use of time and the other resources needed
3. Confirm working methods with work colleagues
4. Follow the correct procedures to deal with problems when they arise, using the support of other people when necessary
5. Keep other people informed of progress
6. Meet deadlines or renegotiate timescales and plans in good time
7. Take responsibility for own work and accept responsibility for any mistakes made
8. Follow agreed guidelines, procedures and, where appropriate, codes of practice
9. Set high standards for own work and show commitment to achieving these standards

Improve own performance

10. Encourage and accept feedback from other people
11. Use feedback to agree ways to improve own work and put improvements into practice
12. Agree where further learning and development could improve own performance
13. Follow through a learning plan that meets own needs
14. Review own progress and update own learning plan

Behave in a way that supports effective working

15. Understand your own needs and rights
16. Show a willingness to take on new challenges
17. Adapt readily to change
18. Treat other people with honesty, respect and consideration

Knowledge & Understanding

Plan and be accountable for own work

- A. The purpose of planning own work and being accountable to others
- B. How to agree realistic targets for own work and why this is important
- C. How to plan own work to meet agreed deadlines
- D. The types of problems that may occur during work and how to seek help if needed
- E. The purpose of keeping other people informed about progress
- F. The purpose and benefits of giving other people sufficient notice if revisions to plans are needed
- G. The benefits of acknowledging and learning from mistakes
- H. Guidelines, procedures and codes of practice that are relevant to own area of work
- I. The benefits of setting high standards for own work and how to set these standards

Improve own performance

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

Behave in a way that supports effective working

- O. The purpose and benefits of being ready to take on new challenges and adapt to change
- P. The value of treating others with honesty, respect and consideration
- Q. The types of behaviour that show you are honest, respectful and considerate and the types of behaviour that show you are not
- R. How to help and support others and why this is important