S301: Plan how to manage and improve own performance in a business environment

Overview: Plan how to take forward agreements to manage and improve own performance in a business environment.

Links: All categories

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

Performance Indicators

Plan and be accountable for own work

1. Negotiate and agree realistic targets for own work
2. Prioritise targets and agree achievable timescales
3. Plan how to make best use of own time and other resources needed and choose appropriate working methods
4. Keep other people informed of progress
5. Meet deadlines or re-negotiate targets, timescales and plans in good time
6. Take responsibility for own work and accept responsibility for any mistakes made
7. Reflect on and learn from own mistakes
8. Follow agreed guidelines, procedures and, where appropriate, codes of practice
9. Set high standards for own work and show drive and commitment to achieve these standards

Improve own performance

10. Encourage and accept feedback from other people
11. Evaluate own work and use feedback from other people to identify where to make improvements
12. Identify ways to improve work, consistently put them into practice and test how effective they are
13. Identify where further learning and development could improve performance
14. Develop and follow through a learning plan that meets own needs
15. Review progress and update plans for improvement and learning

Behave in a way that supports effective working

16. Cope with pressure and overcome difficulties and setbacks
17. Assert your own needs and rights when necessary
18. Show a willingness to take on new challenges
19. Adapt readily to change
20. Treat other people with honesty, respect and consideration
21. Help and support other people

Knowledge & Understanding

Plan and be accountable for own work

A. How to plan own work and be accountable to others
B. How to negotiate realistic targets for own work and the purpose and benefits of doing this
C. How to prioritise targets and set timescales
D. The purpose of keeping other people informed about progress
E. The purpose of providing other people with sufficient notice if revisions to plans are needed
F. How to acknowledge and learn from mistakes
G. The relevant guidelines, procedures and codes of practice
H. The purpose and value of setting high standards for own work and how to set these standards

Improve own performance

I. The purpose and benefits of trying to continuously improve own work
J. The purpose and benefits of encouraging and accepting feedback from others
K. How to evaluate own work
L. The purpose and benefits of testing out possible improvements to own work
M. How learning and development can help to improve own work, benefit the organisation and further own career
N. The main career progression routes available
O. The learning and development opportunities that are available
P. How to develop a learning plan

Behave in a way that supports effective working

Q. How to cope with pressure
R. The value and benefits of being resilient when setbacks are experienced
S. The purpose and benefits of being assertive, what this means and situations when you should be assertive
T. The purpose and value of being ready to take on new challenges and adapt to change
U. The value of treating others with honesty, respect and consideration
V. Types of behaviour that show you are honest,

respectful and considerate and the types of behaviour that show you are not

W. How to help and support others and why this is important