

H12S 04 (CFACC1) Improve your personal effectiveness at work in a contact centre

Overview

What this Unit is about

In contact centre work much learning and personal development results from on the job learning activities. In many contact centres you will be helped to develop and work with a personal development plan. You should also take some personal responsibility for your own development and take the initiative to use opportunities that arise to learn more about the job and the work involved. Some learning activities are organised away from the job and clearly contribute to your skills and understanding. Others involve new experiences within your work and rely on feedback which helps you to understand what is expected of you in your work. Teamwork is also a vital part of learning for you and your colleagues.

This standard is about the process of personal improvement while doing contact centre work.

Performance Criteria

You must be able to:

Participate in development activities to improve your personal effectiveness at work

- 1 Identify development activities available to you to improve personal performance.
- 2 Agree with a colleague who has responsibility for your development a programme of learning activities to support your contact centre work.
- 3 Take part in agreed personal development activities.
- 4 Receive feedback after participating in learning activities.
- 5 Apply learning and feedback received in specific learning activities in the workplace.

Work with others in a contact centre team to improve your own performance

- 6 Identify how everyday work in a team leads to learning and personal development.
- 7 Participate in teamwork including new tasks that provide on-the-job learning opportunities.
- 8 Work with colleagues to identify learning and personal development resulting from on-the-job learning activities.
- 9 Receive feedback on your personal performance to plan further learning steps.

Assess your personal effectiveness and agree learning actions for improvement

- 10 Review your own strengths and weaknesses in skills and knowledge for contact centre work.
- 11 Identify strengths that you should build on and areas for development where you need support and guidance.
- 12 Agree learning actions you can take to tackle your priority learning and personal development activities in contact centre work.

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Knowledge and Understanding

You need to know and understand:

- (a) Organisational procedures and guidelines for basic contact centre tasks.
- (b) Basic information about services and products offered or supported by the contact centre.
- (c) Outlines of regulations and legislation that impact on operations in the contact centre.
- (d) What off-the-job development activities are available and where to find them to improve your personal performance.
- (e) The importance of involving a colleague with authority when making personal development plans.
- (f) The importance of feedback when deciding on your learning needs and identifying progress in personal development.
- (g) Ways in which teamwork in your contact centre offers opportunities for learning and personal development.
- (h) Techniques for reviewing your own strengths and weaknesses in contact centre work.
- (i) How to establish priorities for your learning and personal development.
- (j) The reasons why actions on learning activities should be agreed with somebody with appropriate authority.

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Evidence Requirements

To achieve this Unit you will need to ensure that your evidence covers all Performance Criteria and Knowledge and Understanding.

- 1 All evidence must be based on your performance at work.
- 2 You may collect the evidence for the Unit through work in a private sector organisation, a not-for-profit organisation or a public services organisation.
- 3 A 'colleague' must be at least one of the following:
 - ◆ your manager
 - ◆ your supervisor or team leader
 - ◆ a colleague who has been assigned to help you learn
 - ◆ your assessor
 - ◆ your mentor
 - ◆ someone from your training or HR department.
- 4 You must provide evidence that you have participated in learning and development activities that have taken into account:
 - ◆ Information about the knowledge and skills relevant to your own contact centre role
 - ◆ your own learning style preferences
 - ◆ your workload
 - ◆ the opportunities for learning and development available to you in your job role.
- 5 Feedback received after participating in learning activities can be informal or formal but the personal development plan must be held on record and show agreement with the appropriate 'colleague'.

Comments		
Statement of competence		
I confirm that all evidence (including Knowledge and Understanding), for the entire Unit has been met:		
Candidate's signature	_____	Date _____
Internal Verifier's signature	_____	Date _____
Assessor's signature	_____	Date _____ Date sampled (by IV) _____