

S401: Manage and be accountable for own performance in a business environment

Overview: Accept responsibility for own work and its delivery aiming to improve own performance in a business environment.

Links: All categories

Specific skills:

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

Performance Indicators

Plan and be accountable for your work

1. Negotiate realistic targets for your work
2. Negotiate resources you need and select effective working methods
3. Meet your deadlines or renegotiate targets and plans in good time
4. Take responsibility for your own work and accept responsibility for any mistakes you make
5. Reflect on and learn from mistakes
6. Follow agreed guidelines, procedures and, where appropriate, codes of practice

Behave in a way that supports effective working

7. Set high standards for your work and show drive and commitment in achieving these standards
8. Cope with pressure and overcome difficulties and setbacks
9. Assert your own needs and rights
10. Actively seek new challenges
11. Adapt readily to change and support others during change
12. Treat other people with honesty, respect and consideration
13. Support other people

Improve your own performance

14. Encourage and accept feedback from other people
15. Evaluate your own work and use feedback from other people to identify where you should improve
16. Identify ways to improve your work, consistently put them into practice and test how effective they are
17. Identify where further learning and development could improve your performance
18. Develop and follow through a learning plan that meets your own needs
19. Review your progress and update your plans for improvement and learning

Knowledge & Understanding

Plan and be accountable for your work

- A. How to negotiate realistic targets and resources
- B. How to maximise working methods and how to apply them
- C. The purpose and benefits of acknowledging and learning from your mistakes
- D. The guidelines, procedures and codes of practice that are relevant to your work
- E. The benefits and value of continuously improving your work

Behave in a way that supports effective working

- F. The purpose of setting high standards for your work and how to set these standards
- G. How to cope with pressure
- H. The purpose and value of being resilient when you experience setbacks
- I. The purpose and benefits of being assertive, what this means and situations when you should be assertive
- J. The purpose and benefits of actively seeking new challenges and adapting to change
- K. How to recognise when others need your support and how to provide it
- L. The value of treating others with honesty, respect and consideration
- M. The types of behaviour that show you are honest, respectful and considerate and the types of behaviour that show you are not

Improve your own performance

- N. The purpose and benefits of encouraging and accepting feedback from others
- O. How to evaluate your work
- P. The purpose and benefits of testing possible improvements to your work
- Q. How learning and development can help you to improve your work, benefit the organisation and further your career
- R. The main career progression routes available to you
- S. How to develop a learning plan

