

## **H125 04 (CFACC2) Seek opportunities to develop your own personal effectiveness at work in a contact centre**

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### **Overview**

#### **What this standard is about**

Skills and knowledge needed to work competently in different roles in a contact centre are complex and are constantly changing. They cover a wide range of areas. As your role develops you need to develop your own skills and knowledge which involves a proactive approach in looking for opportunities to take relevant and effective learning actions. Effective learning involves obtaining feedback on your personal performance from a variety of sources and interpreting what that feedback means for you. You need to make proper use of the feedback to improve your own effectiveness.

This standard is about the process in which you take a lead on moving your own personal and organisational effectiveness in contact centre work.

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#### **Performance Criteria**

*You must be able to:*

##### **Identify and participate in relevant development activities**

- 1 Assess your personal strengths and weaknesses in the skills and knowledge you need for your role in the contact centre.
- 2 Identify and prioritise areas for personal development in order to seek relevant development activities.
- 3 Participate in development activities to develop your skills and knowledge for your contact centre role.
- 4 Identify and implement action for using your learning in your job role in the contact centre.

##### **Seek opportunities to obtain feedback on your performance at work in the contact centre**

- 5 Identify different sources of feedback that will help you to develop your own and organisational effectiveness.
- 6 Select ways to obtain feedback from different sources about your own and organisational effectiveness.
- 7 Collect feedback from different sources about your own and organisational effectiveness.
- 8 Analyse feedback about your own and organisational effectiveness.

##### **Use feedback to improve your own and organisational effectiveness in the contact centre**

- 9 Use analysis of feedback to identify areas for improvement in your own and organisational effectiveness in contact centre work.
- 10 Agree with colleagues actions you will take resulting from your use of feedback.
- 11 Take actions based on feedback you have obtained to improve your own and organisational performance.

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### **Knowledge and Understanding**

*You need to know and understand:*

- (a) The services and products offered or supported by the contact centre.
- (b) Organisational procedures and guidelines for contact centre operations.
- (c) Organisational requirements and external regulation and legislation that impact on contact centre operations.
- (d) The importance of taking personal responsibility for your own development.
- (e) Techniques for self-assessment to identify personal strengths and weaknesses in a job role.
- (f) Ways to prioritise actions that develop your personal and organisational effectiveness.
- (g) Ways to transfer your learning in development activities into your job role in the contact centre.
- (h) Different sources of feedback that will help you to develop your personal and organisational effectiveness.
- (i) Ways to access feedback from different sources.
- (j) Methods for analysing feedback about personal and organisational effectiveness.
- (k) The importance of agreeing with colleagues actions that result from analysis of feedback.
- (l) Techniques for setting and regular collection of feedback from different sources.

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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
  - ◆ your assessor
  - ◆ your mentor
  - ◆ someone from your training or HR department.
- 4 Your evidence must show that you have taken personal responsibility for identifying, locating, prioritising and applying development and learning activities with only limited guidance and support from your 'colleagues'.
- 5 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.
- 6 You must provide evidence of at least three different sources of feedback received on performance at work from the following:
  - ◆ appraisals
  - ◆ performance data
  - ◆ formal, eg customer surveys, service reports
  - ◆ informal, eg verbally from colleagues or customers
  - ◆ team meetings.
- 7 The analysis of feedback and the resulting development plan and activities must be held on record and show agreement with the appropriate 'colleague'.



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