SFJCCDE1.1
Manage your own resources and professional development

Overview

This unit is about managing your personal resources (particularly knowledge, understanding, skills, experience and time) and your professional development in order to achieve your work objectives and your career and personal goals. You need to understand your work role and how it fits into the overall vision and objectives of the organisation whilst also understanding what is driving you in terms of your values and your career and wider personal aspirations. Identifying and addressing gaps in your skills and knowledge and understanding is an essential aspect of this unit.

The unit is recommended for first line managers, middle managers and senior managers.

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Performance criteria

You must be able to:

P1 evaluate, at appropriate intervals, the current and future requirements of your work role taking account of the vision and objectives of your organisation

P2 consider your values and your career and personal goals and identify information which is relevant to your work role and professional development

P3 discuss and agree personal work objectives with those you report to and how you will measure progress

P4 identify the learning styles which work best for you and ensure that you take these into account in identifying and undertaking development activities

P5 identify any gaps between the current and future requirements of your work role and your current knowledge, understanding and skills

P6 discuss and agree, with those you report to, a development plan to address any identified gaps in your current knowledge, understanding and skills and support your own career and personal goals

P7 undertake the activities identified in your development plan and evaluate their contribution to your performance

P8 review and update your personal work objectives and development plan in the light of performance, any development activities undertaken and any wider changes

P9 get regular and useful feedback on your performance from those who are in a good position to judge it and provide objective and valid feedback

P10 ensure that your performance consistently meets or goes beyond agreed requirements

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Knowledge and understanding

You need to know and understand:

General knowledge and understanding

K1   the principles which underpin professional development
K2   the importance of considering your values and career and personal goals and how to relate them to your work role and professional development
K3   how to evaluate the current requirements of a work role and how the requirements may evolve in the future
K4   how to set work objectives which are smart (specific, measurable, achievable, realistic and time-bound)
K5   how to identify development needs to address any identified gaps between the requirements of your work role and your current knowledge, understanding and skills
K6   what an effective development plan should contain and the length of time that it should cover
K7   the range of different learning styles and how to identify the style(s) which work(s) best for you
K8   the type of development activities that can be undertaken to address identified gaps in your knowledge, understanding and skills
K9   how to identify whether/how development activities have contributed to your performance
K10   how to update work objectives and development plans in the light of performance, feedback received, any development activities undertaken and any wider changes
K11   how to monitor the quality of your work and your progress against requirements and plans
K12   how to evaluate your performance against the requirements of your work role
K13   how to identify and use good sources of feedback on your performance

Industry/sector specific knowledge and understanding

You need to know and understand:

K14   industry/sector requirements for the development or maintenance of knowledge, skills and understanding and continuing professional development

Context specific knowledge and understanding

You need to know and understand:

K15   the requirements of your work role including the limits of your responsibilities
K16   the vision and objectives of your organisation
K17   your own values and career and personal goals
K18   your personal work objectives
K19   your preferred learning style(s)

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K20 your current knowledge, understanding and skills

K21 identified gaps in your current knowledge, understanding and skills.

K22 your personal development plan

K23 available development opportunities and resources in your organisation

K24 your organisation's policy and procedures in terms of personal development

K25 the reporting lines in your organisation

K26 possible sources of feedback in your organisation

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Additional Information

Behaviours

1. You address multiple demands without losing focus or energy
2. You recognise changes in circumstances promptly and adjust plans and activities accordingly
3. You prioritise objectives and plan work to make best use of time and resources
4. You take personal responsibility for making things happen
5. You take pride in delivering high quality work
6. You show an awareness of your own values, motivations and emotions
7. You agree achievable objectives for yourself and give a consistent and reliable performance
8. You recognise your own strengths and limitations, play to your strengths and use alternative strategies to minimise the impact of your limitations
9. You make best use of available resources and proactively seek new sources of support when necessary
10. You reflect regularly on your own experiences and use these to inform future action

Skills

Setting objectives
Evaluating
Planning
Learning
Reviewing
Communicating
Self-assessment
Time management
Stress management
Obtaining feedback
Reflecting
Prioritising

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Developed by	Skills for Justice
Version number	1
Date approved	June 2010
Indicative review date	June 2013
Validity	Current
Status	Tailored
Originating organisation	MSC
Original URN	A2
Relevant occupations	Public Services; Public Service Professionals; Government and Related Organisations
Suite	NOS for Operational Delivery Contact Centre roles
Key words	Operational Delivery, Contact Centre, personal resources (particularly knowledge, understanding, skills, experience and time) and your professional development in order to achieve your work objectives and your career and personal goals.