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### Overview

This unit is about managing the quantitative and qualitative information you need in your area of responsibility. It covers obtaining the information you need, providing others with information and advice and holding informal meetings.

#### There are three elements

- 1 Gather required information
- 2 Inform and advise others
- 3 Hold meetings

#### Target Group

This unit is appropriate to operational staff who need to collect information, provide others with information and advice, and hold informal meetings.

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### Performance criteria

*You must be able to:*

#### Gather required information

- P1 gather information that is accurate, sufficient and relevant to the purpose for which it is needed
- P2 take prompt and effective action to overcome problems in gathering relevant
- P3 record and store the information you gather according to your organisation's systems and procedures
- P4 information you gather is accessible in the required format to authorised people only
- P5 identify possible improvements to systems and procedures and pass these on to the relevant people

#### Inform and advise others

*You must be able to:*

- P6 give information and advice at a time and place, and in a form and manner, appropriate to the needs of recipients
- P7 give information that is accurate, current, relevant and sufficient
- P8 give advice that is consistent with your organisation's policy, procedures and resource constraints
- P9 use reasoned arguments and appropriate evidence to support your advice
- P10 check and confirm recipients' understanding of the information and advice you have given them
- P11 maintain confidentiality according to your organisation's requirements
- P12 seek feedback from recipients about the information and advice you provide, and use this feedback to improve the ways in which you give information and advice

#### Hold meetings

*You must be able to:*

- P13 give sufficient notice of the meeting to allow the necessary people to attend
- P14 make clear the purpose and objectives of the meeting at the start
- P15 use a style of leadership that helps people to make useful contributions
- P16 discourage unhelpful arguments and digressions
- P17 make sure the meeting achieves its objectives within the allocated time
- P18 give clear, accurate and concise information about outcomes of the meeting promptly to those who need it

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### Knowledge and understanding

*You need to know and understand:*

- K1 how to assess the effectiveness of current methods of gathering and storing information
- K2 the importance of gathering, validating and analysing information for team and organisational effectiveness, and your role and responsibility in relation to this
- K3 the types of qualitative and quantitative information that are essential to your role and responsibilities
- K4 how to gather the information you need for your job
- K5 the types of problems that may occur when gathering information, and how to overcome these
- K6 how to record and store the information you need
- K7 the procedures to follow in order to make recommendations for improvements to systems and procedures
- K8 how to give information effectively, both orally and in writing
- K9 how to develop and present a reasoned case when providing advice to others
- K10 the importance of confirming the recipient's understanding of the information and advice you have provided, and how to do this
- K11 the importance of seeking feedback on the quality and relevance of the advice and information you provided, and how to encourage and enable such feedback
- K12 the importance of providing information and advice to others, and your role and responsibility in relation to this
- K13 the types of information and advice that other people may require
- K14 the importance of checking the validity of information and advice provided to others, and how to do this
- K15 the principles of confidentiality when handling information and advice, and the types of information and advice that may be provided to different people
- K16 organisational policies, procedures and resource constraints that may affect the advice and information you give to others
- K17 the styles of leadership that can be used to run meetings, and how to choose a style according to the nature of the meeting
- K18 the value and limitations of meetings as a method of exchanging information and making decisions
- K19 how to determine when a meeting is the most effective way of dealing with issues, and the possible alternatives that you may use
- K20 the importance of determining the purpose and objectives of meetings, and how to do so
- K21 how to manage discussions so that the objectives of the meeting are met within the allocated time

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- K22 how to determine who are the necessary people to attend the meeting
  - K23 procedures to follow when calling meetings and preparing for them

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### Additional Information

#### External Links

This unit has been taken from the Management Standards, developed by the Management Charter Initiative (MCI), where it appears as Unit D1.

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<b>Relevant occupations</b>	Health, Public Services and Care; Health, Public Services and Care; Public Services; Public Services; Associate Professionals and Technical Occupations; Protective Service Occupations
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<b>Suite</b>	Custodial Care; Custodial Care
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<b>Key words</b>	Information
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