
Overview

This standard is about organising your personal work activities. It includes developing and managing productive working relationships and taking personal responsibility for your own development.

There are three elements

1 Organise and structure personal work activities to achieve objectives

This includes planning and managing your workload and contribution to achieving organisational goals.

2 Develop and continuously improve productive working relationships

This involves building effective communication and working relationships with others. It involves establishing a clear understanding of roles and responsibilities of yourself and others and skills and competences needed to support those roles.

3 Implement personal development plan to continuously improve personal performance

This includes you agreeing SMART objectives for development goals and methods of assessment with those who can support your personal development. It includes taking personal responsibility for development and seeking opportunities to improve work performance.

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Manage yourself to achieve work objectives

Performance criteria

Organise and structure personal work activities to achieve objectives

You must be able to:

- P1 confirm your understanding of your objectives, work expectations and their interaction with those of the team and the organisation through discussion with your line manager
- P2 identify key people with whom you will interact and where your action and theirs may influence or affect successful performance
- P3 obtain sufficient, relevant information to assist in planning and achievement of your objectives
- P4 produce and update your work plan to take account of current and emerging work priorities
- P5 consult and obtain feedback from others affected by your work activities
- P6 review your progress against objectives and those of your team and the organisation
- P7 access relevant support from internal and external sources to enable achievement of your work objectives
- P8 produce, update and take responsibility for implementing your personal development plan

Develop and continuously improve productive working relationships

You must be able to:

- P9 confirm your understanding of expectations of performance and interaction with others
- P10 establish key success factors for effective working relationships
- P11 identify gaps in skills and competence which may influence effective working relationships
- P12 plan and agree action to meet identified gaps
- P13 determine the roles, responsibilities, competences and communication needs of people with whom you work
- P14 determine the impact of your actions and behaviour on others
- P15 actively seek and action feedback to improve your interaction and effectiveness in working with others

Implement personal development plan to continuously improve personal performance

You must be able to:

- P16 actively seek feedback to identify personal development needs
- P17 agree SMART objectives for development goals and methods of assessment with those who can support development activities
- P18 obtain sufficient information on development opportunities available
- P19 identify suitable solutions to your development needs
- P20 determine measures and methods to review personal performance against individual, team and organisational goals
- P21 agree methods, timescales and objectives of personal reviews with those

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- responsible for supporting your performance
- P22 actively seek a range of opportunities for personal development and make arrangements for continual professional development
- P23 manage constraints and obstacles to personal learning and development

Knowledge and understanding

You need to know and understand:

- K1 your individual and team work objectives, role, responsibilities and the process for their agreement and review
- K2 people within your team and related teams with whom you will interact
- K3 how your work and that of others may influence successful performance
- K4 the range of support and development activities available and how to access relevant information
- K5 roles, responsibilities, competences and level of authority of yourself, your team and those with whom you interact at work
- K6 how to set SMART objectives for personal development
- K7 how to give and receive constructive feedback
- K8 how to maintain confidentiality and security of information
- K9 policies, practices and expected behaviour in relation to equal opportunities, diversity, best value and organisation goals
- K10 occupational health and welfare services available and how to access these
- K11 expected and accepted systems and methods for performance review
- K12 principles of teamwork and how to apply them to your working context
- K13 best practice in development, assessment, performance review and feedback
- K14 health and safety requirements in the workplace including relevant legislation, statutory and regulatory requirements
- K15 tools and techniques for effective time and workload management
- K16 how to promote a positive self image and attitude to change
- K17 how to manage personal stress within the working environment

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Additional Information

Glossary

Work plan: Your personal work plan and objectives and its interaction with team and colleagues work plans

Internal and external sources of support: Manager, colleagues, team, specialist, supports, training and development and information sources

Key success factors for effective working relationships: Agreement of criteria for successful communication, interaction and working with others

Range of opportunities for personal development: In-house programmes, mentoring, coaching, discovery learning, e-learning, external providers, web-based information, job rotation, reading, secondment, open or distance learning

Feedback: Information from line reports, line managers, colleagues and team about your performance and interaction with others which is actively sought by you and considered in relation to your personal development plans.

Personal development: Your plan for personal development activities, agreed with your line manager and updated regularly

SMART Objectives: Specific, measurable, achievable, realistic and time based objectives with the involvement of relevant people

Line manager: The person/people to whom you report. This may be the Fire Service Authority

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