As a professional, you are required to demonstrate an attitude and behaviours appropriate to the workplace. This includes organising and prioritising your own workload and aiming to deliver work of high quality that meets agreed objectives. You will need to work effectively with other people from both your own, and other organisations. You must also be committed to your own learning and development, and take action to address your identified learning and development needs.

TO PERFORM EFFECTIVELY YOU NEED TO:

- prioritise and plan your work to meet objectives, managing conflicting pressures and making best use of time and resources
- ensure the quality of your work always meets or exceeds agreed requirements
- develop and maintain effective working relationships, being supportive to colleagues where required
- actively develop your own skills and knowledge, acting on feedback where appropriate
- demonstrate a professional attitude, appropriate to the culture of the organisation in which you work.

Achievement of this performance objective requires consistent performance over a period of time. Evidence of this may include validation from third parties, and may be demonstrated as part of carrying out other activities.

EXAMPLES OF RELEVANT ACTIVITIES INCLUDE:

- actively evaluate your own performance and participate in your organisation’s appraisal process
- identifying your own development needs and regularly review your personal development plan
- working effectively and reliably to ensure that everything for which you are personally responsible is completed to a high standard
- working effectively as part of a team, providing support for others where appropriate
- working effectively on partnership/joint projects with workers in other organisations.

These examples illustrate how you might demonstrate your performance. They are not obligatory – you may prefer to think of other ways that show how you perform effectively in this area.

LINKED EXAM PAPERS

All examination syllabuses test a range of personal effectiveness skills, including skills required for managing self.