

YOUR DEVELOPMENT GUIDE



Part A: Working in Teams



Team Working

Current Performance Level:

Likely to show greater willingness than others to work selflessly to meet team goals and maintain employer brand image, exhibited average performance in meeting team service goals

Ideal Performance Level:

Shares knowledge, learns from others, shifts workload to help others meet deadlines, shares resource

JobFit recommends for you:

Build on your strengths in understanding what is expected of you and how to help colleagues to improve your work outcomes, work with your team to achieve these



Following Procedures

Current Performance Level:

More likely than others to follow procedures and show organisational commitment, exhibited average performance in meeting team service goals

Ideal Performance Level:

Follows instructions, applies appropriate procedures, meets regulations, shows organizational commitment, arrives on time

JobFit recommends for you:

Build on your strengths in your commitment to follow procedures to a high standard to improve your work outcomes, work harder to achieve these

Working in teams: Putting it into practice

Working together:

Working together is a skill that will reward you through your career. You can get a head start by creating opportunities to develop this ability before you even begin employment.

To develop this skill:

- **Join the committee of a club** you are involved in. Ask existing committee members to tell you about what their job involves, decide which role(s) you could do, and volunteer when the club is next seeking committee members.
- **Identify role models** who are effective at working with others. Consider fellow students who have these skills, community or club leaders you know, and work colleagues or bosses you may have had. They may be happy to talk if you explain that this is an area you would like to improve at, and ask for their advice.
- **Teach others a skill.** If you have suitable skills (e.g. a sport you play, or a musical/artistic ability you have), consider learning how to teach it to others. Teaching others can help you understand different people's needs and way of seeing things. You will learn how to adapt your own approach to get the best from them – a key skill you can then bring to your working life.

In many careers, work is done in teams. Building your ability and standing out in this area is one of the most valuable things you can do to get, keep, or be promoted in a job.

Playing your role:

Knowing how to play your role in an organization or team will help you avoid disagreements, build your reputation with those you work for, and enable you to gain the support of your colleagues.

To develop this skill:

- **Volunteer at events.** Sporting events need marshals (e.g. cycling or running events), entertainment events (e.g. festivals) need volunteers to help the public.
- **Train in a safety skill.** The greater the risks involved in an activity, the more heavily the participants rely on people playing their role correctly. Learning skills such as first aid or lifesaving can be an opportunity both to learn and to get more involved in organized activities that will boost your employability.
- **Sports** can be an excellent way to develop your understanding and skills in this area. Playing or refereeing are both valuable and help show employers that you understand how roles contribute to the greater whole.

Playing your role is more complex than simply following orders. It means developing the judgment to know when others are relying on you following procedures, and when you should use your initiative. Getting the balance wrong can limit your career; getting it right can open your route to promotion.



Part B: Working with individuals



Persuading Others

Current Performance Level:

May not steer conversations and negotiations with colleagues and customers

Ideal Performance Level:

Manages others feelings, steers conversation appropriately, negotiates well and gains agreement

JobFit recommends for you:

When faced with the need to convince someone else about your point of view take time to think about what they are feeling, try and see things from their point of view, but also make sure that you communicate clearly how you feel and try and reach an agreement that is fair to all sides



Relating to Others

Current Performance Level:

Likely to get on well with others and to deal effectively with conflict and disagreement

Ideal Performance Level:

Gets on well with other people, good at managing conflict and disagreement with others

JobFit recommends for you:

You already have strengths in dealing with other people and managing disagreements and conflict, build on this by observing how other people act and what drives their behaviour and try to manage your style to suit people you have to work and get on with.

Working with individuals: Putting it into practice

Persuading others:

Persuading a customer in order to win a critical sale, settling or avoiding a labour dispute, or negotiating with a supplier are all complex challenges that depend on persuasion skills. You can also practice this skill in one-to-one situations such as negotiation (buying or selling, for example).

You can develop this skill by:

- **Getting involved in organizing committees.** Organising committees for community events work hard to persuade councils to give permissions, companies to sponsor, and individuals to give their time. They can be a great place to learn how to persuade other people.
- **Becoming a representative for your class or other group.** Opportunities to liaise between different groups or to represent a group you are part of present the kind of challenges that will help you to become better at managing others' feelings and reaching agreement between different groups or individuals.
- **Taking a course in negotiation skills.** Learning the techniques of negotiation and practicing them in your own life or in the roles suggested above will help you to understand how to create ways forward and secure agreements in more difficult situations.

In many careers, progression to the higher levels will depend heavily on your ability to persuade others. As you become more senior, they may well count for more than subject matter knowledge or technical skill.

Relating to others:

Relating to others can be developed within any group activity, but can be equally well practiced in your normal social life.

You can develop this skill by:

- **Getting to know people from different walks of life.** Try to understand how they see the world, why their view feels valid to them, and what is important to them as a result of it.
- **Thinking about what others need in any social interaction.** For example, if they are wrong or have made a mistake, how can you create a 'face-saving' way for them to change their position or admit their error? If you are seeking someone's agreement, do they simply need to feel that they've been properly listened to or do they need something? Do they have people that they answer to, who will need something from them in turn?
- **Recognize what others bring.** Even people you disagree with will have something to offer. Making the effort to seek their input and involve them can bring them onside, and let both of you learn from one another.

The ability to relate to others well will help you avoid– or resolve – conflicts that may otherwise damage a successful project, or even your career.



Part C: Getting the job done



Planning & Resource Management

Current Performance Level:

More likely than others to manage resources, plan ahead and check progress, did not do as well as others in matching resource to demands and working efficiently

Ideal Performance Level:

Sets plans, manages time effectively, checks resources, monitors progress, re-plans if conditions change

> JobFit recommends for you:

You need to consider how you can create plans that take into account the resources to hand, the time you have, and the task before you in order to drastically improve your actual work rate and delivery



Resilience and Results

Current Performance Level:

May not maintain optimism and cope with pressure, did not do as well as others in task completion

Ideal Performance Level:

Maintains optimism and a positive outlook, adaptability, deals rationally with change, retains emotional control

JobFit recommends for you:

Try and take a more relaxed approach to the tasks facing you by breaking these down into more manageable units, don't allow the pressure of work to affect your confidence, use your experience to find out the best way to cope with the demands you face, do not feel afraid to turn to others for help and support.

Hitting your targets: Putting it into practice

Planning ahead:

Organising yourself is the starting point here – planning study or training, and being prepared ahead of events. To help move on to planning for others, look for roles that will help you to develop project management and organisational skills.

You can develop this skill by:

- **Getting involved in organizing an event.** Maybe your class has a graduation party, or your sports team holds a summer barbecue or fund-raising event. Every event has someone who makes sure that the details are taken care of and everything shows up at the right time.
- **Taking the planning role for a group holiday or trip.** You could organize a part of something (e.g. arrange the accommodation for a holiday with friends, find a venue for an team or club event) or organize the whole thing as you gain experience.
- **Volunteering to do the project management** for any group work projects you are part of. Creating a simple task tracking document (who agreed to do what by when), or a timeline of events (showing what has to be done when to get results) can build your skills and show others your ability to lead and organize.

Project management skills can offer a route to wider exposure and contact with senior people in an organization. They can provide the opportunity for you to stand out, and show that you are ready for greater responsibility.

Resource Management:

Whatever work you do, you will have to manage limited resources. You'll often be trying to find a balance between several things, where there is no single right answer. It's important to decide what each situation requires, and adapt accordingly.

To develop this skill:

- **Understand what goes into resource decisions.** Think about the priorities, and the trade-offs you have to make to balance tasks, resources and time. Some constraints may be fixed (e.g. deadlines, budget), others you may be able to change. Consider the risks, the knock-on effects of one thing on others, and the relative importance of each resource or activity.
- **Practice thinking about context.** Do you need to be efficient, stretching resources as far as possible? Or do you need to be effective, getting a vital job done whatever it takes?
- **Learn from others.** You may not be leading a project but you can watch and learn how effective project leaders organise and manage tasks and projects.

Resource management is a critical skill in work, whether you are managing single or multiple projects. Your ability to manage your resources will directly affect your ability to achieve your goals.



Seeing things through: Putting it into practice

Resilience:

Resilience is the ability to adapt and respond positively to adversity, change or stress. Stress can be tough but it's also your how you discover and learn to build up your resilience.

You can develop this skill by:

- **Be in charge of your life.** Setbacks and challenges will come along, but aim to maximize and then use the opportunities that you do have. Learning to see and use them will help you manage and cope with stress, setbacks and events.
- **Take on responsibility.** Being responsible for tasks and people will help you develop the ability to interpret events, respond to changes, and manage complexities.
- **Accept leadership roles.** Managing people puts you under pressure, but also makes you grow. Leadership of large or small groups will help you develop your emotional intelligence and your ability to engage and support your team.

Resilience is an acquired skill and critical for the workplace. Think about how you react to adversity, how you can learn from setbacks and develop your resilience to achieve your goals.

Task Completion:

Most tasks require continued effort over time, but only pay out when they're 100% complete. Completing one task in isolation can be straightforward, but doing so while new tasks arrive requires practice.

To develop this skill:

- **Learn to focus.** To truly apply yourself and focus on a task you need to be able to eliminate distractions and concentrate on the task at hand. Developing focus over a sustained period of time takes practice, so train yourself to keep focused starting at 10 mins and then steadily increasing.
- **Have a plan.** Develop a schedule so you know what you should be doing when, and that you are doing the right things. Practice sizing tasks so you can estimate how long they will take and what resources will be required.
- **Take breaks.** Completing tasks will often require sustained effort, but our energy is used up over time and needs refreshing. Take physical and mental breaks to maintain energy, focus and motivation.

Getting the job done is about prioritizing and completing key tasks by planning and managing your time effectively, and staying focused on getting results.

