# Unit 206: Understand own role in self development

# Worksheet 3: Skill and behaviour assessment

Score yourself out of 10 for each skill and behaviour and put these in column 1 (1 weakness – 10 strength)

Discuss your scores with your tutor or a peer and put your agreed scores in column 2. Then agree whether each skill and behaviour is essential (E) or desirable (D) for performance of your role (or your next role) and put these in column 3.

Your personal development priorities are those with the lowest scores.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Skills and job competency areas** | **Self** | **Self & tutor/ peer** | **Essential**  **/Desirable** |
| **1** | Using and developing my knowledge |  |  |  |
| **2** | Problem-solving |  |  |  |
| **3** | Communicating: face-to-face, phone, email, etc. |  |  |  |
| **4** | Listening and interpretation, establishing rapport, understanding needs |  |  |  |
| **5** | Developing solutions and agreeing things with people |  |  |  |
| **6** | Guest requirements and understanding |  |  |  |
| **7** | Speaking and presenting to guests |  |  |  |
| **8** | Helping or coaching or teaching or training others. |  |  |  |
| **9** | Using information and communications technology (ICT or IT) |  |  |  |
| **10** | Use of equipment and machinery for my area and related areas |  |  |  |
| **11** | Developing positive working relationships with guests |  |  |  |
| **12** | Health and safety awareness |  |  |  |
| **13** | Taking initiative and responsibility |  |  |  |
| **14** | Visioning, creating ideas |  |  |  |
| **15** | Managing time, planning, being effective, efficient, productive, and reliable. |  |  |  |
| **16** | Appreciating/applying social responsibility, sustainability, humanity and ethical considerations. |  |  |  |
|  | **Behaviours and attitudes** | **Self** | **Self & tutor/ peer** | **Essential/ Desirable** |
| **17** | Striving for personal development. |  |  |  |
| **18** | Taking personal responsibility to resolve problems |  |  |  |
| **19** | Shows empathy |  |  |  |
| **20** | Developing positive relationships with colleagues |  |  |  |
| **21** | Keeping focused and productive, reliable and dependable |  |  |  |
| **22** | Planning how to achieve my work and personal goals |  |  |  |
| **23** | Managing stress and conflict |  |  |  |
| **24** | Contributing positively to team morale and spirit. |  |  |  |
| **25** | Seeking and picking up responsibility that I see waiting to be filled |  |  |  |
| **26** | Team working |  |  |  |
| **27** | Using integrity and ethics in my judgement about work |  |  |  |