

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			