

BSBWOR501

Manage Personal Work Priorities & Professional Development

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Week 9

Agenda: Preparing for success in Assignment 2

Assignment 2: Purpose & Instructions

1. Part 1 - Introduction
2. Part 2 - Analysis
3. Part 3 - Discussion
4. Part 4 – Conclusion
5. Supporting evidence
6. DIEP Format

Assignment 2: Purpose & Instructions

For this assessment task you are required to produce a reflective journal, this journal is intended to enable you to document your learning experience. The purpose of this assessment is for you to identify how you can improve your work position by exhibiting your organisational skills.

- This is an individual task; however, you are required to form a group of 3-5 members to get information, feedback and ideas from your assessor and work colleagues to help complete the tools.
- You are expected to write a reflective journal using the DIEP writing style as explained in RMIT learning lab instructions.
- <https://emedia.rmit.edu.au/learninglab/content/how-use-diep-0>
- You are required to attend a face-to-face workshop or at least one Canvas Collaborate session to demonstrate oral communication skills and interaction with others.
- You are required to participate in compulsory A2 Canvas discussion posts to demonstrate evidence of interaction with others. Include your A2 compulsory discussion posts and interaction with others (feedback) as evidence with your WIL Journal.
- The journal must be one continuous piece of writing in a series of paragraphs. Avoid report format - bullet points, tables and figures. You must have a main heading for the journal and can have sub-headings.

Assignment 2: Purpose & Instructions

- The word limit for the journal is approx. 2000-2500 words
- Include diagrams, tables and figures where applicable.
- No referencing is required in the reflective journal.

1. Part 1 - Introduction

1. Introduction (approx. 400-500 words):

In this section of the journal, you must establish your personal work goal (development plan) within your work context. Cover each of the below listed criteria in approx. 150 words per criteria.

1. Describe your job role and how it fits within your team and the organisation. You must state your key responsibility and accountability areas.
2. Provide details of your organisation such as name, services it provides. Outline your organisation's policies, plans and procedures about managing work priorities and professional development of its employees.
3. Set a SMART (specific, measurable, achievable, realistic and timely) personal work goal that aligns with your career objectives. You must set a goal around any of the topics covered in this course that you can aim to achieve **within 4 weeks**. Note, your SMART goals should align with your organisation's plans, and own responsibilities and accountabilities. You must also state how the SMART goal would help you to develop into a positive role model in our workplace and improve your interpersonal skills such as active listening, positive questioning etc. to establish and build positive working relationships with others.

1. Part 1 - Introduction

1.1 Job role

- Describe your current job role and how it fits within your team and the organisation. You must state your key responsibility and accountability areas.
 - Job purpose
 - An important overview of your job by showing why the job exists or is important.
 - Should be written in one short and snappy sentence.
 - Key performance areas (KPA)s
 - Outlines overall responsibilities, important for overall organisation performance.
 - May not be critical aspect of the job.
 - Key result areas (KRAs)
 - Describe main areas of accountability and responsibility.
 - They are not individual tasks and they are not goals.
 - Most jobs have five to nine KRAs.
 - Measures of success (MOS)
 - Also called key performance indicators and measures of performance
 - Quantifiable, accurate and easily measurable – SMART targets
- A clear job statement, KRAs and SMART targets provide role clarity.

1. Part 1 - Introduction

1.2 The Organisation

Outline your organisation's policies, plans and procedures about managing work priorities and professional development of its employees.

- You need to look at the organisation's mission statement, strategic plans, and business plans, as well as your own statement of duties
- Your role is embedded in the organisation objectives
- A set of **policies** are principles, rules, and guidelines formulated or adopted by an organization to reach its long-term goals and typically published in a booklet or other form that is widely accessible.
- Examples of common workplace policies:
 - Code of conduct
 - Internet and email policy
 - Work from home policy
 - Training and professional development
- Procedures are the specific methods employed to express policies in action in day-to-day operations of the organization

1. Part 1 - Introduction

1.3 SMART Goal

- Set a SMART (specific, measurable, achievable, realistic and timely) personal work goal that aligns with your career objectives.
- You must set a goal around any of the topics covered in this course that you can aim to achieve **within 4 weeks**.
- Your SMART goals should align with your organisation's plans, and own responsibilities and accountabilities.
- You must also state how the SMART goal would help you to develop into a positive role model in our workplace and improve your interpersonal skills such as active listening, positive questioning etc. to establish and build positive working relationships with others.

1. Part 1 - Introduction

1.3 SMART Goal

■ Specific

- Your goal must be clear, concise and easy to understand.
- For example, instead of aiming to 'give the team more support' you should aim to
- 'Have a 15-minute check-in with each team member every 2 weeks

■ Measurable

- You must be able to measure your goal to know you have achieved it
- For example, you cannot measure a vague goal such as 'give the team more support'
- But you can measure the specific one stated above

■ Attainable

- You should not set goals that are too easy,
- But nor should you set goals you are unlikely to achieve
- For example, there is no point aiming to 'have one-hour check-in with each team member every two weeks' if you know that you do not have enough time to do this.

1. Part 1 - Introduction

1.3 SMART Goal

■ Relevant

- As this is a personal work plan, the goal should be relevant to you.
- In addition, the goal should be relevant to the organisation as a whole
- For example, if customer service is not central to your role in the organisation,
- Then aiming to 'serve five more customers every hour' should not be your focus

■ Time bound

- A realistic time frame will keep your goal on track,
- And motivate you to keep moving forward
- For the purpose of assignment, your goal time frame should be 4 weeks

2. Part 2 - Analysis

2. Analysis (approx. 600-750 words):

Here you must interpret the insight of your personal work goal by making connections between the work goal and the course, theory or literature. You are expected to do analysis around your personal work goal which could be based on any of the topics covered in the course. Cover each of the below listed criteria in approx.150 words per criteria.

1. Discuss your work development needs and available options in your work environment. Select **two (2)** development opportunities (e.g. mentoring, work-shadow senior work colleagues, networking etc.) that you will implement as part of your personal development. Note that these development opportunities should align with the learning styles you identified in Q3 (AT1).
2. Explain why the goal is significant to you, how it aligns with your career objectives? Assess your goal against relevant competency standards and explain how it aligns with the job-role in the organisation.
3. State your preferred learning style/s in context with your personal work goal(s). You must state your learning style.
4. Identify the relevant interpersonal skills you need to participate in networks and to build positive working relationships with others.

2. Part 2 - Analysis

2.1 Development needs and opportunities

Discuss your work development needs and available options in your work environment. Select **two (2)** development opportunities (e.g. mentoring, work-shadow senior work colleagues, networking etc.) that you will implement as part of your personal development. Note that these development opportunities should align with the learning styles you identified in Q3 (AT1).

- State and reflect on your preferred learning style
- Depending on how you prefer to learn, it will be easier to identify effective development opportunities
 - Experience-based development opportunities allow you to learn by doing, ideal for activists or pragmatists
 - Experience-based opportunities are doing a secondment to another department, working on a special project etc.
 - Relationship-based development opportunities are ideal for reflectors or theorists who like to observe before acting
 - Relationship-based opportunities are shadowing a more experienced person, working with a mentor etc.
 - Training-based category is the broadest of all that will suit all learning styles
 - Training-based category examples include professional workshops, VET courses, industry conferences etc.

2. Part 2 - Analysis

2.2 Goal Significance & Learning Styles

Explain why the goal is significant to you and the organisation in general, by assessing it against relevant competency standards.

- Example of competency standards table

Competency	Always	Often	Sometimes	Rarely	Never
Analyse sales report	*				
Plan future marketing activities		*			
Build relationships with external agencies			*		
Conduct regular meeting with the team		*			
Organise team-building activities					*

2. Part 2 - Analysis

2.3-2.4 Goal Significance & Learning Styles

State your preferred learning style/s in context with your personal work goal(s).

- You must state your learning style.
- *Activists prefer to learn by doing.*
- *Reflector prefer to learn by observing and thinking.*
- *Theorists prefer to learn about the principles behind the idea*
- *Pragmatists prefer learning about what works in the real world, rather than abstract concepts*

Identify the relevant interpersonal skills you need to participate in networks and to build positive working relationships with others.

- Develop and elaborate on earlier points
- Interpersonal skills are people skills, for networking focus on communication skills

3. Part 3 - Discussion

3. Discussion (approx. 400-500 words):

In this section, you should explain how you planned, implemented, monitored (measure performance and seek feedback) and improved on your personal work goal over the 4 weeks. You must repeat the PDSA (Plan/Do/Study/Act) cycle every week for 4 weeks. Cover each of the below listed criteria in approx.150 words per criteria.

1. Planning is more like setting weekly objectives or mini goals. Based on your analysis above, explain how you developed an action plan to meet your personal development plan (*break down your 4-week SMART goal that you established in the Introduction section into weekly goals*). You must present your action plan in week 10-11 Collaborate sessions to your supervisor and colleagues using a PPT format. Complete and include **planning observation and feedback (supervisor) form** provided by your supervisor as a form of evidence.
2. Doing / Implementing is acting on the objectives to meet the goals. How did you implement the action plan while maintaining an appropriate work-life balance? What business technology, systems and processes did you use to organise and prioritise tasks and commitments? Include **at least two (2)** examples of evidence in the form of daily / weekly **task sheets or schedule planner** created using Outlook calendar, Monday.com, MS Project, Excel etc.

3. Part 3 - Discussion

3. Discussion (approx. 400-500 words):

3. Monitor / Study - include a weekly brief summary of the outcomes of the weekly action plan. How did you measure your personal work performance? Include details of feedback you sought at the end of each week. Provide **at least one (1)** example of feedback in the form of **observation sheet** you sought from colleagues (group members), and how you used this to develop and improve work performance.

4. Act - lessons learned from previous week and adjustments you did in following week. How did you maintain personal work performance and address the gaps / problems (e.g. contingencies)? Give **two (2)** examples on the initiatives you took to prioritise and facilitate competing demands to achieve your goal.

3. Part 3 - Discussion

3.1 Planning

Planning is more like setting weekly objectives or mini goals. Based on your analysis above, explain how you developed an action plan to meet your personal development plan (*break down your 4-week SMART goal that you established in the Introduction section into weekly goals*). You must present your action plan in week 10-11 Collaborate sessions to your supervisor and colleagues using a PPT format. Complete and include **planning observation and feedback (supervisor) form** provided by your supervisor as a form of evidence.

- Explain how they developed an action plan to meet your personal development plan.
- *Break down your 4-week SMART goal to weekly goals.*
- *Present your action plan in week 10-11 Collaborate sessions to your assessor (acting supervisor) and colleagues using a PPT format.*
- The collaborate session will be recorded by the assessor.
- You must complete and include planning observation and feedback (supervisor) form provided by their assessor as a form of evidence with their journal. The form must be signed by the Supervisor.

3. Part 3 - Discussion

3.2 Implementing action plan

Doing / Implementing is acting on the objectives to meet the goals. How did you implement the action plan while maintaining an appropriate work-life balance? What business technology, systems and processes did you use to organise and prioritise tasks and commitments? Include **at least two (2)** examples of evidence in the form of daily / weekly task sheets or schedule planner created using Outlook calendar, Monday.com etc.

- Relieve workplace stress
 - Plan regular breaks, you'll become more focused and more motivated to work
 - Prioritise tasks and create a balanced schedule
 - Be willing to delegate and compromise, to spread the workload
- Work-life balance
 - Work commitments, your career ambitions
 - Life commitments, the things you need and want to do in our lives
- Using technology to manage work priorities and commitments
 - Creating a work schedule in Microsoft Excel
 - Create columns such as Task, Priority, Resources, Due Date, Completion, Notes
 - Or, may be use Monday.com or Outlook Calendar

3. Part 3 - Discussion

3.3 Measure personal work performance

Monitor / Study - include a weekly brief summary of the outcomes of the weekly action plan. How did you measure your personal work performance? Include details of feedback you sought at the end of each week. Provide **at least one (1)** example of feedback in the form of observation sheet you sought from employees/clients/colleagues/supervisor, and how you used this to develop and improve work performance.

- In the workplace, we generally receive two main types of feedback
 - Formal feedback is usually given once every 6 to 12 months
 - Informal feedback can be given at anytime, and usually happens in response to a problem
- Seek informal feedback
 - Make sure that you ask the most relevant person or people
 - Make sure that the person giving you feedback knows why you're asking them for it, and knows what you expect
 - Make sure you ask for specific examples and situations
 - Remember, informal feedback usually happens in response to a problem, you can also ask for it to improve performance

3. Part 3 - Discussion

3.4 Maintain personal work performance

Act - lessons learned from previous week and adjustments you did in following week. How did you maintain personal work performance and address the gaps / problems (e.g. contingencies)? Give **two (2)** examples on the initiatives you took to prioritise and facilitate competing demands to achieve your goal.

- To maintain your personal work performance, you can do a personal performance review
 - Measure your performance to make sure you are maintaining it
 - Check that you're on track to meet your goal deadlines
 - Identify and overcome any obstacles that might be getting in your way
- You should also keep a record of each personal performance review that you will do
 - This will allow you to look back over what you've done,
 - It will help you to identify patterns in you progress
 - And to progress more quickly

4. Part 4 - Conclusion

4. Conclusion (approx. 400-500 words):

Conclude the journal by making a personal statement on how you went with your goal. Cover each of the below listed criteria in approx. 150 words per criteria.

1. What new interpersonal skills did you develop and used to establish and build positive relationships with others? This must reflect the feedback you received from various stakeholders (group members, supervisor) in various stages of this assessment. You will need to submit **at least two (2) observation forms** from other members (feedback) to support your new skills development.
2. What improvements can you make in setting future goals and to maintain a competitive edge?
3. Reflect on the importance of participation in networks and provide **at least one (1)** evidence of participation in external work networks where you were able to apply your new skills. Examples include attending a seminar, workshop, meeting or email correspondence with a job consultant etc.
4. How do you plan to develop and maintain professional competence to achieve success while maintaining an appropriate work-life balance (manage personal health and stress)? State **two (2)** methods you used for achieving a healthy work-life balance (e.g. managing stress effectively and organising workload etc.)

5. *Supporting Evidence*

1. Interpersonal skills - PPT of your action plan presented in week 10-11 Collaborate session.
2. Networking & Feedback - Supervisor observation form. The form will be provided by the trainer post your presentation. You must complete any additional details requested by the trainer in the form.
3. Use of technology, systems and processes - At least two (2) examples of evidence in the form of daily / weekly task sheets or schedule planner created using Outlook calendar, Monday.com, MS Project, Excel etc. The two examples could be from one method and two different time durations.
4. Networking & feedback - At least two (2) observation form from group members (feedback).
5. Networking in an external work network - At least one (1) evidence of participation in different work networks where you were able to apply your new skills. Examples include attending a seminar, workshop, meeting or email correspondence with a job consultant etc.

6. *DIEP Style*

- DIEP Process

- Describe
 - Describe the insight.
 - Describe the circumstances.
- Interpret
 - Interpret what the above insight means.
 - Explain why the insight is significant (in general but particularly to you).
 - Discuss the questions it raises (in general or for you).
 - Make connections between the insight and the course, theory or literature.
- Evaluate
 - Discuss the value and relevance of above.
 - How does it benefit your learning? Coursework? Future Professional Development?
- Plan and transfer new learning
 - How you may apply this new insight in the future?
- Refer RMIT Learning Lab for reflective writing:
 - <https://emedia.rmit.edu.au/learninglab/content/how-use-diep-0>

Thank you for your attention!
Any questions?

