

ASTLRD1

Manage information for action



Overview

This unit is from the Management National Occupational Standards. It is about the efficient management of information within your area of responsibility. It is relevant to all team leaders and managers whatever their level of responsibility.

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Performance criteria

Gather required information

You must be able to:

- P1 gather **information** which is accurate, sufficient and relevant to the purpose for which it is needed
- P2 take prompt and effective action to overcome problems in gathering relevant **information**
- P3 record and store the information you gather according to your organisation's systems and procedures
- P4 gather information which is accessible in the required format to authorised people only
- P5 identify possible improvements to **systems and procedures** and pass these on to the relevant people

Inform and advise others

You must be able to:

- P6 give **information and advice** at a time and place, and in a form and manner, appropriate to the needs of recipients
- P7 give **information** which is accurate, current, relevant and sufficient
- P8 give **advice** which is consistent with your organisation's policy, procedures and resources constraints
- P9 use reasoned arguments and appropriate evidence to support your **advice**
- P10 check and confirm recipients' understanding of the information and advice you have given them
- P11 maintain confidentiality according to your organisation's requirements
- P12 seek feedback from **recipients** about the information and advice you provide, and use this feedback to improve the ways in which you give **information and advice**.

Hold meetings

You must be able to:

- P13 give sufficient notice of the **meeting** to allow the necessary people to attend
- P14 make clear the **purpose** and objectives of the meeting at the start
- P15 use a style of leadership that helps people to make useful contributions
- P16 discourage unhelpful arguments and digressions
- P17 ensure the **meeting** achieves its objectives within the allocated time
- P18 give clear, accurate and concise information about outcomes of the **meeting** promptly to those who need it

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Knowledge and understanding

You need to know and understand:

Gather required information

- K1 how to assess the effectiveness of current methods of gathering and storing information
- K2 the importance of gathering, validation and analysing information to team and organisational effectiveness and your role and responsibility in relation to this
- K3 the types of qualitative and quantitative information which are essential to your role and responsibilities
- K4 how to gather the information you need for your job
- K5 the types of problems which may occur when gathering information and how to overcome these
- K6 how to record and store the information you need
- K7 the procedures to follow in order to make recommendations for improvements to systems and procedures

Inform and advise others

You need to know and understand:

- K8 how to give information and advice effectively both orally and in writing
- K9 how to develop and present a reasoned case when providing advice to others
- K10 the importance of confirming the recipient's understanding of the information and advice you have provided and how to do this
- K11 the importance of seeking feedback on the quality and relevance of the advice and information you provided, and how to encourage and enable such feedback
- K12 the importance of providing information and advice to others and your role and responsibility in relation to this
- K13 the types of information and advice which other people may require
- K14 the importance of checking the validity of information and advice provided to others and how to do this
- K15 the principles of confidentiality when handling information and advice; the types of information and advice which may be provided to different people
- K16 organisational policies, procedures and resource constraints which may affect advice and information you give to others

Hold meetings

You need to know and understand:

- K17 how to identify unhelpful arguments and digressions and strategies which may be used to discourage these
- K18 the styles of leadership which can be used to run meetings and how to choose a style appropriate to the nature of the meeting

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- K19 the value and limitations of meetings as a method of exchanging information and making decisions
- K20 how to determine when a meeting is the most effective way of dealing with issues; the possible alternatives which you may use
- K21 the importance of determining the purpose and objectives of meetings and how to do so
- K22 how to manage discussions so that the objectives of the meeting are met within the allocated time
- K23 how to determine who are the necessary people to attend the meeting
- K24 procedures to follow when calling meetings and preparing for them

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Additional Information

Scope/range

Gather required information

- 1 gathering the following types of **information**:
 - 1.1 quantitative information
 - 1.2 qualitative information
- 2 using the following types of **systems and procedures**:
 - 2.1 formal
 - 2.2 informal

Inform and advise others

- 3 providing the following types of **information and advice**:
 - 3.1 spoken
 - 3.2 written
- 4 providing information and advice to the following types of **recipients**:
 - 4.1 team members
 - 4.2 colleagues working at the same level
 - 4.3 higher level managers and sponsors
 - 4.4 people not part of your organisation

Hold meetings

- 5 holding the following types of **meetings**:
 - 5.1 involving people within your organisation
 - 5.2 involving people outside your organisation
- 6 holding meetings with the following types of **purpose**:
 - 6.1 information giving
 - 6.2 consultation
 - 6.3 decision-making

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