
Overview

This standard is about helping to generate and evaluate ideas about how working methods, services or products could be improved. It is for all administrators who are involved in making contributions to innovation.

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Contribute to innovation in a business environment

Performance criteria

- You must be able to:*
- P1 constructively question existing ways of working within own area of work
 - P2 help to research and identify possible improvements to working methods, services or products
 - P3 help gather information to develop ideas
 - P4 contribute to the evaluation of ideas based on agreed criteria, including their fit with organisational aims and objectives
 - P5 ask appropriate questions to extend own thinking and question own assumptions
 - P6 communicate and sell ideas to others
 - P7 take feedback into account and show a willingness to compromise
 - P8 contribute to deciding if an idea is feasible

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Knowledge and understanding

You need to know and understand:

- K1 the purpose of innovation in staying competitive and offering new solutions to established problems
- K2 how to review existing ways of working, services and products in a way that is likely to achieve required results
- K3 how to help research possible improvements
- K4 how to question assumptions to develop concepts and propositions
- K5 how to communicate and sell ideas to others
- K6 how to decide when an idea is, or is not, feasible
- K7 how to approach decision-makers

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Additional Information

Skills

1. analysing
2. communicating
3. evaluating
4. negotiating
5. organising
6. persuading
7. planning
8. problem-solving
9. questioning

Links to other NOS Business Support Systems; Manage Information

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