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## Overview

### What this unit is about

In contact centre work much learning and personal development results from on the job learning activities. In many contact centres you will be helped to develop and work with a personal development plan. You should also take some personal responsibility for your own development and take the initiative to use opportunities that arise to learn more about the job and the work involved. Some learning activities are organised away from the job and clearly contribute to your skills and understanding. Others involve new experiences within your work and rely on feedback which helps you to understand what is expected of you in your work. Teamwork is also a vital part of learning for you and your colleagues.

This standard is about the process of personal improvement while doing contact centre work.

# CFACC1

## Improve your personal effectiveness at work in a contact centre

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### Performance criteria

*You must be able to:*

#### Participate in development activities to improve your personal effectiveness at work

- P1 Identify development activities available to you to improve personal performance
- P2 Agree with a colleague who has responsibility for your development a programme of learning activities to support your contact centre work
- P3 Take part in agreed personal development activities
- P4 Receive feedback after participating in learning activities
- P5 Apply learning and feedback received in specific learning activities in the workplace

#### Work with others in a contact centre team to improve your own performance

*You must be able to:*

- P6 Identify how everyday work in a team leads to learning and personal development
- P7 Participate in teamwork including new tasks that provide on-the-job learning opportunities
- P8 Work with colleagues to identify learning and personal development resulting from on-the-job learning activities
- P9 Receive feedback on your personal performance to plan further learning steps

#### Assess your personal effectiveness and agree learning actions for improvement

*You must be able to:*

- P10 Review your own strengths and weaknesses in skills and knowledge for contact centre work
- P11 Identify strengths that you should build on and areas for development where you need support and guidance
- P12 Agree learning actions you can take to tackle your priority learning and personal development activities in contact centre work

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### Knowledge and understanding

*You need to know and understand:*

- K1 Organisational procedures and guidelines for basic contact centre tasks
- K2 Basic information about services and products offered or supported by the contact centre
- K3 Outlines of regulations and legislation that impact on operations in the contact centre
- K4 What off-the-job development activities are available and where to find them to improve your personal performance
- K5 The importance of involving a colleague with authority when making personal development plans
- K6 The importance of feedback when deciding on your learning needs and identifying progress in personal development
- K7 Ways in which teamwork in your contact centre offers opportunities for learning and personal development
- K8 Techniques for reviewing your own strengths and weaknesses in contact centre work
- K9 How to establish priorities for your learning and personal development
- K10 The reasons why actions on learning activities should be agreed with somebody with appropriate authority

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