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Seek opportunities to develop your own personal effectiveness at work in a contact centre

Overview

What this standard is about

Skills and knowledge needed to work competently in different roles in a contact centre are complex and are constantly changing. They cover a wide range of areas. As your role develops you need to develop your own skills and knowledge which involves a proactive approach in looking for opportunities to take relevant and effective learning actions. Effective learning involves obtaining feedback on your personal performance from a variety of sources and interpreting what that feedback means for you. You need to make proper use of the feedback to improve your own effectiveness.

This standard is about the process in which you take a lead on moving your own personal and organisational effectiveness in contact centre work.

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Performance criteria

You must be able to:

Identify and participate in relevant development activities

P1 Assess your personal strengths and weaknesses in the skills and knowledge you need for your role in the contact centre

P2 Identify and prioritise areas for personal development in order to seek relevant development activities

P3 Participate in development activities to develop your skills and knowledge for your contact centre role

P4 Identify and implement action for using your learning in your job role in the contact centre

Seek opportunities to obtain feedback on your performance at work in the contact centre

P5 Identify different sources of feedback that will help you to develop your own and organisational effectiveness

P6 Select ways to obtain feedback from different sources about your own and organisational effectiveness

P7 Collect feedback from different sources about your own and organisational effectiveness

P8 Analyse feedback about your own and organisational effectiveness

Use feedback to improve your own and organisational effectiveness in the contact centre

P9 Use analysis of feedback to identify areas for improvement in your own and organisational effectiveness in contact centre work

P10 Agree with colleagues actions you will take resulting from your use of feedback

P11 Take actions based on feedback you have obtained to improve your own and organisational performance

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Knowledge and understanding

You need to know and understand:

K1 The services and products offered or supported by the contact centre

K2 Organisational procedures and guidelines for contact centre operations

K3 Organisational requirements and external regulation and legislation that impact on contact centre operations

K4 The importance of taking personal responsibility for your own development

K5 Techniques for self-assessment to identify personal strengths and weaknesses in a job role

K6 Ways to prioritise actions that develop your personal and organisational effectiveness

K7 Ways to transfer your learning in development activities into your job role in the contact centre

K8 Different sources of feedback that will help you to develop your personal and organisational effectiveness

K9 Ways to access feedback from different sources

K10 Methods for analysing feedback about personal and organisational effectiveness

K11 The importance of agreeing with colleagues actions that result from analysis of feedback

K12 Techniques for setting and regular collection of feedback from different sources

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