

Overview

This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices**. This standard is for professionals working with colleagues to improve personal development and promote the smooth running of the business. You will be required to demonstrate a positive approach to your work and use effective communication skills with your colleagues to avoid misunderstanding and misdirection. You will also be required to do a post procedure evaluation and reflection for continuous improvement. Users of this standard will need to ensure that their practices reflect up-to-date information and emerging technologies, policies, procedures and best practice guidance.

The main outcomes are:

1. Improve your personal performance at work
2. Work effectively as part of a team

Performance criteria

You must be able to:

Improve your personal performance at work

1. identify your own strengths and weaknesses and discuss them with the relevant person
2. find out more information from relevant people to perform a task when the instructions you have are unclear
3. seek feedback from relevant people about how you can improve your performance
4. ask your colleagues for help and take **opportunities to learn** when they are available
5. seek assistance and knowledge from relevant people when you are unable to obtain learning opportunities relating to your work
6. regularly review developments in your industry and related areas
7. agree realistic work **targets** with the relevant person
8. regularly review your progress towards achieving your agreed targets
9. use the results of your reviews to develop your future personal development plan
10. agree ways of working together to achieve objectives
11. ask for help and information from your colleagues, when necessary
12. respond to requests for assistance from colleagues
13. anticipate the needs of others and offer **assistance** within your capabilities
14. make effective use of your time throughout your working day
15. report problems likely to affect services to the relevant person
16. resolve misunderstandings with your colleagues

Knowledge and understanding

You need to know and understand:

1. your job role and responsibilities and how this relates to the role of other team members
2. how to get information about your job, your work responsibilities and the standards expected of you
3. how to find out relevant information about other people's areas of responsibility
4. why it is important to work within your job responsibilities and what might happen if you do not do so
5. how to identify your own strengths and weaknesses
6. the importance of meeting your personal development and productivity targets and timescales
7. the importance of continuous professional development and how it affects your job role
8. who can help you identify and obtain opportunities for your development and training
9. the limits of your own authority and that of others in relation to giving assistance
10. the standards of behaviour that are expected of you within your working environment
11. your organisation appeals and grievance procedures
12. the commercially viable range of times for the performance of services offered
13. how using the National Occupational Standards can help you identify your development needs
14. how to maintain awareness of current and emerging trends and developments within the industry and why this is important
15. the importance of continually using and updating your own personal plan
16. why harmonious working relationships are important
17. how to react positively to reviews and feedback and why this is important
18. how to support co-operative ways of working
19. how to manage your time effectively
20. who to report to when you have difficulties in working with others
21. how to deal with relationship difficulties and conflicts when working with others
22. the questioning and listening skills you need in order to find out information

Scope/range

Opportunities to learn

1. from colleagues and other relevant people
2. active participation in training and development activities
3. active participation in organisational activities

Targets

1. productivity
2. personal development

Assistance

1. on a one-to-one basis
2. in a group

Links to other NOS

SKAHDBRBNST1, SKAHDBRBNS1, SKAHDBR1, SKAHD1, SKAHD2
SKAHDBR2, SKAHDBR3, SKAHDBR4, SKAHDBR5,
SKAHDBR6, SKAHDBR7, SKAHDBR8, SKAHDBR9, SKAHDBR10,
SKAHDBR11, SKAHDBR12, SKAHDBR13, SKAHDBR14, SKAHDBR15,
SKAHDB16, SKAHDB19, SKAHDB20, SKAHDB21, SKABR5

Contribute to the development of effective work relations

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Relevant Occupations Barbering, Hairdressers and Related Occupations,
Hairdressing and Barbering, Nail Technician, Beauty Therapist

Suite Hairdressing and Barbering, Nail Services, Beauty therapy

Keywords Contribute to the development of effective work relations,
beauty therapists, hairdressing and barbering
