

Overview

This standard is about managing yourself to achieve your work and personal objectives. You develop objectives to achieve your organisation's vision and objectives in line with its values. You identify your priorities and focus your time and resources to achieve them. You also assess your own values, motivations and aspirations against your organisation's vision, objectives and values to align and manage conflicts. You recognise and manage your emotions and emotions of your colleagues, mental health and wellbeing, responding to new opportunities and urgent situations with positivity, energy and focus. You use emotional intelligence to discern between feelings, collate relevant information to guide your judgement, decision-making and adapt to the working environment to achieve your work and personal objectives.

This standard is for all managers and leaders.

Performance criteria

You must be able to:

1. define the key purpose of your work role
2. identify how your role contributes to achieving your organisation's vision and objectives
3. identify how your role relates to other roles in the organisation and where there are opportunities for joint working and mutual support
4. develop personal objectives which are compatible with the vision, objectives and values of your organisation
5. prioritise objectives and plan work to make best use of available time and resources
6. assess your own values, motivations and aspirations
7. evaluate your organisation's vision, objectives and values against your own values, motivations and aspirations to identify alignment and conflicts
8. plan methods to maximise alignment and resolve the personal or organisational conflicts
9. agree and prioritise your objectives with members of staff you report to
10. monitor your progress and achievements against objectives and deadlines
11. manage your time to achieve objectives within agreed deadlines
12. delegate responsibilities to colleagues to ensure that deadlines are met
13. use the relevant technologies to help you achieve your objectives
14. identify and remove distractions and activities that do not help achieve your objectives
15. monitor changes to your organisation's objectives, processes, systems and structures
16. identify how changes to the organisation's objectives, processes, systems and structures impact on your role
17. identify new work opportunities as they arise
18. respond quickly and positively to new opportunities and revise your objectives and priorities
19. identify urgent situations that arise during work activities
20. respond quickly and positively to urgent situations when they arise, revising your objectives and priorities as necessary
21. maintain your wellbeing through self-reflection when working towards achievement of your objectives

22. use emotional intelligence to recognise and evaluate your own and your colleagues' strengths and weaknesses, feelings, opinions and judgements
23. manage your relationships with colleagues and customers to achieve your objectives
24. request regular objective, specific and valid feedback on your performance from colleagues and customers
25. monitor progress towards your objectives
26. seek new sources of support and feedback, when necessary
27. evaluate the achievement of your objectives with members of staff you report to
28. agree changes to your objectives with those you report to, based on your performance, feedback received or changes in organisational priorities
29. take actions to maintain balance between your professional and personal life, when required

Knowledge and understanding

You need to know and understand:

General knowledge and understanding

1. how to identify the requirements of your work role
2. how to gather and validate information
3. how to analyse your work role and how it relates to other roles in the organisation.
4. the ways that you can assess your own values, motivations and aspirations
5. the importance of balancing personal values, motivations and aspirations with organisational vision, objectives and values
6. how to evaluate the impact of different factors on your role
7. the importance of managing your knowledge, understanding and skills
8. how to set work objectives which are Specific, Measurable, Achievable, Realistic and Time-bound (SMART)
9. the ways to measure progress against your work objectives
10. how to monitor changes, trends and developments and revise objectives to incorporate them
11. the techniques for managing emotions, mental health and wellbeing
12. the methods for gathering feedback on your performance
13. how to make effective use of performance feedback
14. how to update work objectives based on your performance, feedback received or changes in organisational priorities
15. how to track time management and identify possible improvements
16. how to address multiple demands with focus and energy

Industry and sector specific knowledge and understanding

17. the industry and sector requirements for the development and maintenance of knowledge, skills and competence
18. the legal, organisational, codes of practice and policies relevant to your role and the activities being carried out

Context specific knowledge and understanding

19. the colleagues and team members within your area of work, their roles, responsibilities, competences and potential
20. your organisation's business processes
21. your organisation's objectives
22. the agreed requirements of your work role including the limits of your responsibilities
23. your agreed personal work objectives
24. your organisation's structure and reporting lines
25. your own your own and your colleagues' strengths and weaknesses, feelings, opinions and judgements
26. your own values, motivations and aspirations
27. the importance of emotional intelligence in the workplace
28. your own emotions and the effect these have on your own actions and colleagues
29. the sources of performance feedback in your organisation

Skills

1. Communicating
2. Evaluating
3. Empathy
4. Motivation
5. Obtaining feedback
6. Managing self
7. Personal resilience
8. Planning
9. Prioritising
10. Reviewing
11. Self-assessment
12. Self-reflection
13. Self-awareness
14. Setting objectives
15. Time management

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