UNIT 1

1. COMPLY WITH RELEVANT HEALTH AND SAFETY PROCEDURES

1.1. <u>Identify relevant organizational health and safety procedures</u>
- A good sitting posture should be adopted when working and if possible adjustable or specialized chairs should be used.
- Distance (of about 18inches or more) should be kept between a user and a monitor to reduce eye glare and if possible glasses should be worn.
- Materials that could potentially trip a user (such as cables, boxes, tire-ups, etc.) should be kept away from pathways.
- Fire extinguishers should be readily available and users must be trained adequately to be able to utilize it properly.
- Regular breaks should be enforced (5 – 10 minutes) after every 45 minutes of constant work.
- Fire doors and exits must be properly labeled and left clear in case of emergencies.

1.2. <u>Identify available sources of health and safety information</u>
- *Posters and Signs*
  Placed around the office should be posters that talk about the procedures that are to be carried out if such a problem was to occur. For example there is one that gives you help and advice on the correct usage of ladders in the workplace.
  The poster lists the 'Rights' and 'Wrongs', making sure that people have all the information they need. Other posters that are scattered around the office should include:
  i.   Fire Safety
  ii.   Health and Safety
  iii. First Aid

  As with the other poster, this one contains all of the relevant information that you need. While the information on them doesn't go into as much depth as the policies on the intranet, the posters are good for a refresher if you have slightly forgotten your rights as an employee.
- A documented list of safety precautions and potential hazards and how to attend to them/ avoid them.
- The internet (Google).
- Trainings from Accredited Organizations.
- The media
- Health and Safety literature

1.3.   <u>Demonstrate how relevant health and safety procedures have been followed</u>
- *Policy and commitment*
  The workplace have prepared an occupational safety and health policy programme as part of the preparation of the health and safety procedures. Effective safety and health policies should set a clear direction for the organization to follow. They will contribute to all aspects of business performance as part of a demonstrable commitment to continuous improvement. Responsibilities to people and the working environment will be met in a way that fulfils the spirit and letter of the law. Cost-effective approaches to preserving and developing human and physical resources will reduce financial losses and liabilities. In a wider context, stakeholders' expectations, whether they are shareholders, employees or their representatives, customers or society at large, can be met.

- *Planning*
  The workplaces have formulated plans to fulfil its safety and health policy. An effective management structure and arrangements have been put in place for delivering the policy. Safety and health objectives and targets should be set for all managers and employees.

- *Implementation and operation*
  For effective implementation, organizations have developed the capabilities and support mechanisms necessary to achieve the safety and health policy, objectives and targets. All staff should be motivated and empowered to work safely and to protect their long-term health, not simply to avoid accidents. These arrangements have:
  i.   underpinned by effective staff involvement and participation through appropriate consultation, the use of the safety committee where it exists and the safety representation system and,
  ii.   sustained by effective communication and the promotion of competence, which allows all employees and their representatives to make a responsible and informed contribution to the safety and health effort.

- A company will provide a general information on its website about health and hazard procedures to be taken before one can access its resources. For instance, in a construction company, personnel will have to have safety tool such as helmet, boot, and goggles before entering the workshop or site.

- The company appoints competent personnel to oversee work place safety and hazards.

- The use of detectors and sensors to avoid personnel from entering the work places with harmful tool or materials. It helps keep track of every item that enters the company.

- Passwords to protect their soft copy information or sometimes facial recognition to access specific information or rooms or cabinet.

- Giving identity numbers and identification tags to every employee and serial number to various tools and equipment and information stored on the company's system to keep track of every usage.

- Setting up camera at every room or cabinet to keep track of things going on in the company.

UNIT 2

1. DEVELOP OWN EFFECTIVENESS AND PROFESSIONALISM

1.1. <u>Identify own development needs and the activities needed to meet them</u>
   - ✓ Personal development is a lifelong process. It is a way for people to assess their skills and qualities, consider their aims in life and set goals in order to realize and maximize their potential

- *Identify what skills, knowledge and behaviours are required for you to do your job well*
  Every role in an organization has a job description and a person specification. Your job description will list the things that you are expected to do, and the person specification will identify the skills, experience, knowledge and behaviours that you need to do that job well.

- *Look at the skills, knowledge and behaviours you actually have now*
  It is important to ask yourself some rigorous questions at this stage and answer honestly! Are there areas of your work, for example, where developing more confidence would make a real difference to your success in your job? Are there knowledge, skills and behaviours that you only need on occasion that would benefit from some development? Can you identify areas where you feel confident and believe you perform well that could be an even greater strength for you with some development?

- *Compare 'actual' with 'required' to identify the gaps*
  Try and be as specific as possible about what you need to do differently. This will really help you when you are deciding how to best address your development needs. It will also help you review and measure your success.

For example, "I need to learn how to use Outlook to sort, prioritise and store my emails," will be much more helpful than "I need to be more organised," when it comes to deciding what development you need. It will also help you check how the Outlook training you undertook actually made a difference in your ability to be organised.

How to meet your development goals

Practicalities

It's worth thinking about the practicalities, such as cost, timescales and the urgency of the development need at the outset. How much funding is likely to be available and what solutions are available and when, will all have a bearing on how the needs are met.

How do I prefer to learn?

Also think about how you prefer to learn or how you learn best. For example, do you learn most successfully observing, trying things out, reading, listening, discussing, reflecting, researching or questioning? Think about the times when you have learned something successfully and try to identify what it was about the experience that helped you learn effectively. You might find it helpful to think about a time when you didn't learn well and compare it to a more successful experience to identify what it is that makes learning work for you.

Finding the best solution

Remember to start by identifying what it is that you need to learn. Try to be as precise as you can. What is it that you need to do differently? Make sure that the development you choose will result in the change you need. If you are thinking about a course, check the content and learning outcomes advertised and then review these against your development need. How well do they match? Remember to consider all the options to make sure you don't miss the right opportunity. This may not always be a course or a formal training session. Look at the development solutions list for suggestions.

Where to go for help

For a number of reasons, the Learning and Development Centre may not offer all the specific development you require. If you have considered all your options, are struggling to find a solution and need advice.

1.2. Obtain and review feedback from others on performance
- Asking Your Subordinates
  360 degree reviews that solicit feedback from subordinates are a terrific way to get a clearer picture of your leadership strengths and areas for improvement and ensure that your effectiveness increases over time.

A 360 degree assessment can typically be distributed to several raters of your choosing and includes a list of questions about standard leadership competencies. If your organization has a 360 degree review process in place already, you should definitely participate. If it doesn't, however, it's easy enough to purchase a commercial, web-based service that e-mails a survey directly to your raters. Popular commercial assessments include the Leadership Practices Inventory and the Leadership Mirror.

- Asking Clients and Mentors
  It is also a good idea to periodically collect feedback from trusted individuals who work with you as clients or mentors. For this, you might use a free online service like Rypple. Rypple lets clients and mentors know you're looking for feedback or advice, and gives them a quick way to tell you what they really think on a particular question or issue. Their identities are kept secret, it only takes them a minute to respond, and they don't need their own Rypple accounts. You can then review the results and implement changes in real time.

1.3.   <u>Agree personal goals and participate in development activities to meet them</u>
  It is how we deal with given situations that make us efficient and proactive individuals in the area of IT we find ourselves, however these skills are in some cases experienced and in others they are learned, either through classes or through personal self-taught sessions.

- You need to begin to realize your short comings and weak points in your knowledge you have now.
- You are to identify your strengths, weakness and areas for development