Skills for Health

GEN33 Enable other individuals to reflect on their own values, priorities, interests and effectiveness

OVERVIEW

This standard is about enabling other individuals to reflect on their own values, priorities and interests when they are carrying out their work. The individuals whom you are supporting may be within your own agency or in other agencies, and may work at the same level as yourself. This standard is not about line management or supervision which is covered separately in the Management and Leadership standards.Users of this standard will need to ensure that practice reflects up to date information and policies.Version No 1

KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

1. The purpose of providing team members with clear information and the nature of the information they need to carry out their work
2. How to listen, ask questions and negotiate
3. How to gain and keep the enthusiasm and commitment of individuals
4. How to motivate individuals and develop their self-confidence
5. The use of different protocols which can be used both to support people as they work and also control the activities which they undertake
6. The relevant policies and protocols
7. The networks and support systems which may be available, the nature of the support they may give and how to access them
8. The support which others may give to team members to assist them in reflecting on their practice
9. The principles and processes of action planning and how to assist members to develop realistic achievable plans
10. How to evaluate the support which different team members will need
11. How to encourage different team members to seek support themselves
12. Methods of encouraging others to evaluate their own values and practices constructively
13. Effective ways of challenging and developing team members in relation to values and attitudes
14. Strategies and methods of encouraging team members to evaluate realistically their own practice including:
    1. the factors that influence their effectiveness

      2.the methods of tackling such factors

      3.how to provide constructive challenges which focus on the work and not on the person who did it

15.Why it is important for you to understand your own personal beliefs and preferences, values, interests and priorities when working with others

16.How interests, priorities and values may affect team members' work and change over time

17.The nature of the interrelationships between yourself and others whom you work with and how this may affect your ability to work effectively

18.The limits of your own work role and its interrelationship with the work roles of others

19.The subtle ways in which professional boundaries and relationships between individuals and those whom they work with can become eroded, related risks, and the ways in which individuals may seek to manipulate these relationships

20.Methods of continuously monitoring the nature of your own relationships with others to identify breaches of boundaries

21.Methods of monitoring the nature of others' relationships with others

PERFORMANCE CRITERIA

You must be able to do the following:

1.encourage and support other individuals to identify their own values, interests and priorities in relation to the work they are undertaking

2.encourage and support other individuals to think through and identify the impact which their own values, interests and priorities have on their own practice and personal life

3.encourage and support other individuals to reflect on their own personal beliefs, preferences and behaviour to identify the effect which they have had on how they think about and work with others

4.provide other individuals with constructive feedback on their practice, their effectiveness within their role and their ability to work with others

5.encourage other individuals to reflect upon and identify the factors that affect the effectiveness of their practice

6.encourage other individuals to reflect upon and identify which of the identified factors they are able to tackle, and how

7.encourage other individuals to reflect upon and identify those factors for which they need support, and from whom this may come

8.encourage other individuals to reflect upon and identify ways in which their practice can be improved

9.identify ways of developing other individuals confidence in performing activities in the workplace

10.offer others your own views in a fair and constructive manner about the factors which affect their effectiveness and ways in which their practice can be improved

11.encourage others to challenge any of your views which they feel are not reasonable or justifiable

12.assist others to identify realistic and achievable goals for improving their practice

13.assist others to draw up a realistic and achievable plan for achieving their goals

14.assist others to seek support from appropriate people who are in a position, and are

willing to help them to achieve their goals
15. assist others to identify how and when they should review their progress towards their goals and your role in this
16. offer other individuals information and advice to enable them to identify and use effective support systems and networks
17. assist others to identify barriers to their progress and develop plans to manage these

ADDITIONAL INFORMATION

This National Occupational Standard was developed by Skills for Health.This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):Dimension: Core 2 Personal and People DevelopmentThis standard has replaced DANOS AC4.