**Work Skills – Task Book #3**

**Life Long Learning**

Life long Learning –ongoing, voluntary, self-motivated pursuit of knowledge, understanding, skill development for personal or professional reasons. Results in personal development, makes you more competitive when applying for jobs (increases your employability).

Personal Learning –further learning that is not directly related to your occupation/career but might be beneficial to it.

* Community Involvement –doing something worthwhile in/for your community. eg community gardens, soup kitchens (volunteering).
  + Benefits of connection improve mental health & decrease stress, increasing life satisfaction. Socially you are increasing your networks and improving your interpersonal & communication skills.
  + Placing yourself in the position to learning new things, have new experiences. This could improve your critical thinking/problem solving skills.
  + Exposure to diversity & different ways of thinking.
* Public Speaking – Interpersonal & communication skills improve. Helps you overcome fears & build confidence. Networking, increased organisational skills.
* Travel –get to know yourself better, expand your mind/horizons, improve self confidence & learn about different cultures, ways of thinking etc, learn a new language

**Activity:** Outline how you could apply each of these personal learning tactics to your career development.

Professional Learning -activities that develop an individual's skills, knowledge, expertise and other characteristics that directly improve your employability skills. Formal & informal methods.

**Formal** – university studies, training institutions, professional association courses.

**Informal** – study groups/workshops, peer observations, mentoring, networks, conferences

* Online Courses –courses delivered partially or completely online eg. Open Universities
* Training Courses –series of lessons/lectures teaching skills/knowledge for a particular job/activity. eg. St John’s First Aid online, Worksafe certificates
* Employer Initiatives –training initiatives by a business designed specifically to upskill employees to match business vision. eg. McDonalds training. Skills are often transferable to other positions. Might have follow up Certificates that can be studied at TAFE.
* Graduate Programs –offered by governments & large organisations specifically for new or recent graduates. On the job training in a rotation of different areas within the organisation.

**Activity:** Explain why it is important for individuals to engage in ongoing professional learning.

**Importance of Continual Life Long Learning in Managing Your Career Development**

Career Development lifelong process of gaining the knowledge, skills attitudes and behaviours to manage life, learning, leisure, transition and work in order to move towards a personally determined and evolving preferred future. It involves individuals planning and making decisions about education, training and career choices, as well as developing the right skills and knowledge to do this.

The following are aspects in managing long term career development

* Updating qualifications
* Updating skills
* Increasing knowledge
* Improving ability to manage stress
* Improving ability to communicate
* Increasing networks

**Monitoring & Improving Workplace Performance**

Self-assessment –employee assesses & judges their own work. Linked to reflective practice as it involves self-development.

* self-assessment on range of aspects (eg. task performance to interpersonal skills).
* can be stimulated by
  + intrinsic motivation –want to learn
  + extrinsic motivation – need to learn
  + learning by doing (practice, trial & error)
  + feedback (praise, constructive criticism)
  + making sense of what has been learnt
* saves time & work as improve perspective on your strengths/weaknesses
* helps acquire range transferable skills –eg self-reflection, time management, organisational skills
* might be part of performance management

Performance Management –identify how well employees are performing & then improve it. The more accurate the measurement of performance the better the knowledge of where & how to improve. To be accurate, measuring performance must be valid, reliable, acceptable & feasible, specific & based on mission objectives.

Performance Management –focus is on effective & efficient resource use (in this case people).

* Could begin with self-assessment.
* Usually in the form of a written report.
* Facilitates conversation between employee & employer (or manager)
* Provides feedback on employee’s performance – eg. skills, behaviour
* Framework for identifying areas for professional development
* Ongoing process
* Often has the following areas:
  + major areas of responsibility (what you do)
  + performance competencies – skills & behaviours (how you do it)
  + overall assessment
  + development plan – eg what training you need in line with business’s needs & career goals
  + performance goals & expectations

Quality Control procedure or set of procedures intended to ensure that a manufactured product or performed service adheres to a defined set of criteria (completed within time, quality, cost and productivity parameters) or meets the requirements of the client or customer. Quality control involves the testing of completed products to uncover defects, and reporting to management who make the decision to allow or deny the release of the product.

* Should be written
* Procedure should include:
  + specific task
  + assign people responsible
  + set realistic completion dates
* Must have method measuring system’s performance in order to determine its success & achieve appropriate outcomes. Organisations differ but typical performance indicators are:
  + time parameters, quantity, productivity parameters, quality parameters, cost parameters, time targets for work, measures to avoid wastage.
* Enable decision making toward achieving goals.

Tools used to ensure product or service meets defined criteria:

* Check sheet – designed for gathering specific information on root cause of defects. Facilitates use of facts over opinions.
* Cause & effect diagram – causal diagrams showing causes of a specific event. Commonly used for product design & quality defect prevention, identifying potential factors causing overall effect. Causes are grouped based on sources of variation eg. people, methods, machines, materials, environment
* Flowchart –diagram that uses graphic symbols to depict nature & flow of a process.
  + benefits – promote process understanding, tool for training & identifying problems & areas for improvement

**Activity:** For each of the three means of monitoring performance, identify two positives & two negatives.

**Processes used in Performance Management**

Use of rating scales –performance appraisal checklist, rating employee on a continuum. Requires minimal time, effort, cost & training. Not overly accurate as subjective.

Objectives by Management Method –process managers & employees jointly set objectives for employees. Employees receive ongoing feedback. Difficult if employees & managers have different goals. Three steps:

1. set individual objectives & plans (SMART goals)
2. give feedback & evaluate performance
3. reward according to performance

360 Degree Feedback –analyses individual’s performance from all sides. Five people/groups are involved. Self-assessment, supervisor, subordinates, customers, peers.

* Most accurate, best possible analysis
* Trend of structuring work in teams is seeing increasing use of peer evaluations
* Usually confidential appraisals
* Most valuable when used for purposes of individual development rather than admin evaluative decisions.
* Provides specific suggestions improving individual competencies
* Minimises some common performance appraisal issues
* Problems
  + Time & money – group of people to evaluate one person? multiply for whole organisation.
  + Integrity of anonymity easily compromised – fear repercussions.

**Activity:** Compare the usefulness of the three processes of performance management.

**Adapting to Work Efficiently in a Digital Workplace**

New needs have emerged in the digital workplace; mobility, seamless experience across multiple devices, social media, global collaboration. Shift toward nimble, flexible ways of leading & organising companies.

Cloud computing for collaboration, online forums to solve problems, video conferencing to exchange real time information all contribute to the global workplace.

**Domino’s Pizza case study**

**April 12 2009** – Video posted by 2 employee’s in the US of them interfering with customers’ pizzas, video goes viral.

**April 13 2009** – Domino’s management alerted to video – employees fired. Twitter traffic jumps

**April 15 2009** – Clip passes 1 million views, 6 fold increase in twitter traffic. Twitter account created by Domino’s. Domino’s CEO posts YouTube apology.

Lesson

* companies need active online presence to monitor their brand, enlist loyalty & immediately deal with damage.
* Domino’s now have own Facebook site, quickly became leaders in use of technology to advance company
* Huge turnaround in customer satisfaction, revenue, business growth
* Pizza Tracker – online/APP order tracker Driver Tracker – online/APP service to see order progress to your door
* Domino’s strategic priority online accessibility
* staff adapt to new technology to improve operating efficiency

**Activity:** Provide you own detailed example that identifies adaptation to a digital workplace & the subsequent outcomes.