

Reflections Exercise:



Write your
thoughts down

1. List three ways in which you can develop your knowledge and awareness of current tools to help RCs in their roles.

2. List three ways in which you can develop your IT awareness of the various tools involved in social media and searches.

Reflections Exercise 2:



Write your
thoughts down

Try to pick out a competency from the following definition.

The ability to communicate effectively

Adaptability and flexibility

Team work

Customer focus

Detail-orientated

Follow instructions/orders

Independence

Multicultural sensitivity/awareness

The ability to prioritise

Analytical skills

Creative thinking/intellectual curiosity

Leadership ability

Energetic/self-starter

Focus

Initiative

Quality focus

COMPETENCIES

1. Willingness to listen and responds constructively to other team members' ideas, and offers support for others' ideas and proposals.

2. Shows an ability to approach a complex task or problem by breaking it down into its component parts and considering each part in detail and weighs the costs, benefits, risks, and chances for success, in making a decision.

3. Keen to share ideas and information with others who might find them useful and uses multiple channels, or means, to communicate important messages.

4. Keen to identify what needs to be done and takes action before being asked or the situation requires it or takes independent action to change the direction of events.

Suggested Answers:

1. Willingness to listen and responds constructively to other team members' ideas, and offers support for others' ideas and proposals.

_____ Team Working _____

2. Shows an ability to approach a complex task or problem by breaking it down into its component parts and considering each part in detail and weighs the costs, benefits, risks, and chances for success, in making a decision.

_____ Communication Skills _____

3. Keen to share ideas and information with others who might find them useful and uses multiple channels, or means, to communicate important messages.

_____ Problem Solving/Judgement _____

4. Keen to identify what needs to be done and takes action before being asked or the situation requires it or takes independent action to change the direction of events.

_____ Proactivity _____