

# 提高个人效率的技巧

## BUSINESS

HIGHER NATIONAL DIPLOMA

【英】苏格兰学历管理委员会 (SQA)  
Scottish Qualifications Authority

### Unit Student Guide

Developing Skills for Personal Effectiveness

DG8Y 04



 中国时代经济出版社

SCOTTISH  
QUALIFICATIONS  
AUTHORITY



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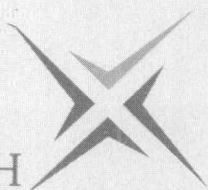
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Developing Skills for Personal Effectiveness

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# 1

## Introduction to the Scottish Qualifications Authority

This Unit **DG8Y 04, Developing Skills for Personal Effectiveness** has been devised and developed by the Scottish Qualifications Authority (SQA). Here is an explanation of the SQA and its work:

The SQA is the national body in Scotland responsible for the development, accreditation, assessment, and certification of qualifications other than degrees.

Its website can be viewed on: [www.sqa.org.uk](http://www.sqa.org.uk)

SQA's functions are to:

- devise, develop and validate qualifications, and keep them under review
- accredit qualifications
- approve education and training establishments as being suitable for entering people for these qualifications
- arrange for, assist in, and carry out, the assessment of people taking SQA qualifications

- quality assure education and training establishments which offer SQA qualifications
- issue certificates to candidates.

In order to pass SQA units, students must complete prescribed assessments. These assessments must meet certain standards.

The Unit Specification outlines the **three** Outcomes that students must complete in order to achieve this unit. The Specification also details the knowledge and/or skills required to achieve the outcome or outcomes. The Evidence Requirements prescribe the type, standard and amount of evidence required for each outcome or outcomes.

# 2

## Introduction to the Unit

### 2.1

What is the  
Purpose of  
this Unit?

Personal or self development is not a new concept. You have been carrying out personal development activities of all kinds at work, home and at study for many years.

This unit will outline the group of skills and attributes which underpin personal effectiveness. The need to understand these skills and attributes is more important because of many forces. The more competitive job market, for example, should be making you see the need to work harder at developing and marketing yourself.

Overall, for today and in the future you will need to be more flexible, adaptable and personally skilled than previously.

### 2.2

What are the  
Outcomes of  
this Unit?

#### Outcome 1

Develop self awareness and their use of personal skills. We consider a range of self-assessment techniques and you are given the opportunity to apply them to your own circumstances.

#### Outcome 2

Demonstrate an understanding of effective approaches



to stress management. We will review the key terms and terminology and once again you are invited to apply them to your own situation.

### **Outcome 3**

Develop and apply a range of interpersonal skills for effective working with others. These skills will be considered and once again you can apply them to yourself. Here we would also expect you to further develop your action plan using the principles you have learned from outcome 1 and 2.

#### **2.3**

What do I  
Need to be  
Able to do in  
Order to  
Achieve this  
Unit?

Your tutor will guide you as to the exact format of the assessment. The primary source of assessment evidence for outcome 1 and 3 will be an action plan. A case study will be used to assess outcome 2. For each outcome you will be required to:

#### **For Outcome 1 you will need to be able to:**

- identify and evidence his/her personal strengths and development needs
- reflect on his/her identified personal strengths and development needs with reference to feedback from others
- create an Action Plan for his/her development, implement the plan; and in the context of the available time review/evaluate the plan and its implementation.

**For Outcome 2 you will need to be able to:**

- identify causes of stress and potential stress inducers in self and others
- make accurate references to relevant theoretical work, where appropriate
- suggest approaches that would be effective in the particular situation and provide a valid argument to support the suggested approaches.

**For Outcome 3 you will need to be able to:**

- audit his/her own strengths and development needs in respect of interpersonal skills and his/her own ability to work effectively with other people—in particular in respect to communication skills (verbal and non-verbal), negotiating skills and assertiveness skills
- identify the potential causes of conflict in his/her personal and/or vocational circumstances and develop appropriate strategies and skills for conflict reduction and resolution
- detail within the action plan activities which demonstrate his/her ability to develop his/her own interpersonal skills and the ability to recognise, reduce and resolve conflict.

2.4  
Approximate  
Study Time for  
This Unit

The notional time allowed to complete the unit is 40 hours.

2.5  
Equipment/  
Material  
Required for  
this Unit

There is no additional equipment or material required for this unit.

2.6  
Symbols Used  
in this Unit

The various Learning Materials sections are designed so that you can work at your own pace, with tutor support. As you work through the Learning Materials (see Section 5), you will encounter symbols. These symbols indicate that you are expected to do a task. **These tasks are not Outcome Assessments.** They are exercises designed to consolidate learning or encourage thought, in preparation for the Outcome Assessment (see Section 3 — Assessment Information for this Unit).

Activity



This symbol indicates an Activity (A). Usually, activities are used to improve or consolidate your understanding of the subject in general or a particular feature of it.

In this unit, you are asked to undertake various activities to assist you with the assessments. They will not serve this purpose if you refer to the responses prior to having attempted the Activity.

### Self Assessed Question



This symbol indicates a Self Assessed Question. Using a Self Assessed Question helps you check your understanding of the content that you have already covered. The Self Assessed Questions in this guide will often take the form of **short answer or fill in the blank/gap**.

Everything is provided for you to check your own responses. Answers to the Self Assessed Questions are to be found at the back of the Unit Student Guide. Where suggested responses to activities are provided in the Unit Student Guide, **students are strongly discouraged from looking at these responses before they attempt the activity**. The activities throughout the Unit Student Guide will help you to prepare yourself for the formal assessments, and to identify topic areas in which you will require clarification and additional tutor support. The activities will not serve this purpose if you look at the answers before trying the activity!

Self Assessed Questions and activities are designed to

be checked by you. No tutor input is necessary at this stage unless special help is requested, although from time to time your tutor may wish to view your responses to Self Assessed Questions to see how you are progressing.

# 3

## Assessment Information for this Unit

### 3.1

What Do I  
Have to Do to  
Achieve This  
Unit?

By completing this Unit you will gain important knowledge and skills to help you improve your personal effectiveness.

The unit focuses on three main areas:

- **self awareness and personal skills** such as, self—assessment, time management, problem solving and task management
- **knowledge and understanding of the causes of stress and approaches to its reduction and resolution**
- **interpersonal skills** such as, communication skills, working with others, negotiating skills, assertiveness skills.

This will enable you to:

- identify the requirements for personal effectiveness
- carry out a review of your existing personal

**effectiveness, strengths and development needs**

- **create an Action Plan — based on your review — to improve your own personal effectiveness**
- **implement your Action Plan**
- **evaluate your plan, its implementation and its contribution to developing your own personal effectiveness.**

**It is intended that you will be able to relate the activities and outcomes of this Unit to your own personal and work/career development.**

**On completion you will be able to:**

- **develop self awareness and their use of personal skills**
- **demonstrate an understanding of effective approaches to stress management**
- **develop and apply a range of interpersonal skills for effective working with others.**

**Your tutor will provide you with guidance and support in completing the Unit activities.**

However, because the unit focuses on your personal development and effectiveness, it is your responsibility to gather, and present in your portfolio, sufficient evidence to demonstrate that you have met the assessment requirements associated with each of the three main outcomes.



