

Skills for Success at Work

Course learning outcomes

The learner will be able to:

- a) Present oneself appropriately at work – from the start, at the interview, through to on the job behaviour. ‘Presents oneself’ is meant to mean how one carries himself and engages with others.
- b) Be assertive in both verbal and non-verbal communication.
- c) Write clear and focused business tasks.
- d) Communicate effectively and efficiently with both the internal and external customer.
- e) Work well within a team using appropriate communication techniques.
- f) Looks for and acts on new ideas and opportunities for learning.
- g) Demonstrates the capacity of innovation and a willingness to take risks.
- h) Demonstrates curiosity and interest in learning.
- i) Approaches new tasks with a positive attitude.
- j) Sets own individual goals and monitors progress towards achieving them.
- k) Seeks clarification or assistance when needed.
- l) Assesses and reflects critically on own strengths, needs, and interests.

