

Self-Reflection 1

Customer Information Officer Learning Pathway

This reflection will not be collected. It is for your own reflection. It is not an assessment.

**Please take some time to think about the strengths that you bring to this role.
Remember that you won the job!!**



Please take some time to think about the challenges that you face in this role.



Place a tick in the box that best represents your answer

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1 = All the time	2 = Most of the time	3 = Sometimes	4 = Not often	5 = Not at all
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In my role I:	1	2	3	4	5
Comply with rules and procedures					
Take action if others do not correctly adhere to rules / procedures					
Be ethical and professional					
Model the highest standards, set the example for others					
Have an internal drive and motivation to do a good job					
Reflect on performance, learn and improve					
Maintain performance under pressure					
Continuously update technical knowledge and expertise					
Align actions and resources to business priorities					
Step in to help others when workloads are high					
Establish rapport and positive networks, work as a team					
Communicate clearly and accurately					
Listen to others, ask questions to clarify when unsure					
Seek to create a shared understanding					
Maintain situation awareness					
Anticipate what could happen					
Constantly on the lookout for changes and issues					
Monitor operational systems					
Deliver services to optimise customer outcomes					
Keep the customer 'front of mind'					
Assess risks and options, identify the most effective solutions					
Make decisions in a timely manner					

In my role I:	1	2	3	4	5
Implement practical and workable solutions to problems					
Help find solutions and gain consensus and commitment from others					
Pre-empt and resolve issues and conflicts					
Complete tasks to agreed standards					
Achieve results efficiently					
Have a mindset of achieving quality outcomes					

In your own words, comment on what actions and behaviours you use for each of the skills listed in the left-hand column.

Act with integrity	
Manage Self	
Work collaboratively	
Communicate effectively	
Commit to customer service	

Think and solve problems	
Influence and negotiate	
Deliver results	