

# Transition Activity Level 2 AAT

We are really pleased you are joining our level 3 AAT in September and hope you are excited about all the new skills and knowledge you are going to learn.

Before you start next term we would like you to complete some work on one of the units you will be studying

## **Plan and manage your own work load effectively and prioritise tasks**

An individual working independently should be able to combine efficiency and effectiveness in planning the daily work

### **Planning aids used**

Schedules

Diaries

To do lists

Action plans

### **Employees should work independently and plan work to meet deadline**

Meeting deadline

Prioritise task and be flexible to reprioritise task

Employees should be able to communicate with management if they need help.

Maintain confidentiality

It is important that staff keep their colleagues/line managers informed of their progress against deadlines

If the deadline is not met they should communicate this effectively to their manager at the earliest possible time.

### **Rule of thumb to prioritise tasks**

- 1.Urgent and important tasks
- 2.Urgent and less important task
- 3.Importance and not urgent task
- 4.tasks that are neither urgent nor important

### **Identify the impact that completion or non completion of work can have on colleagues**

The effect completion/non completion of work has on the whole team is an important aspect of organisational efficiency

If work is not completed it will have negative effect on rest of the team.

Identify procedures to follow if unexpected problems are encountered.

### **Resolve or refer conflicts of dissatisfaction within your working environment**

Causes of conflict-nature of work, relationships breakdown

Types of conflict

Impact on team performance

Circumstances when conflict can be resolved-when working relationship go wrong, ideally they should be resolved within the group.

Circumstances when conflict needs to be referred-if cannot be resolved within the group they may have to be resolved by higher authority

Can you prepare a planning schedule for a particular day?

If you have/had a part time job you can use that or you could use one of your school days.