**4520-204 Developing Own Personal Effectiveness**

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| **Be able to develop own personal and professional skills**  |
| * Based on feedback from others, summarise your strengths and areas you need to work on
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| * Summarise at least 3 areas to improve on and how you will achieve them
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| **Be able to work as a member of a team to achieve defined goals and implement agreed plans**  |
| * Write a summary of the above including the following:
1. Explain how you can effectively manage your own time on a busy day at work
2. Show you recognise and respect diversity, individual differences and perspectives
3. Accepting and providing feedback in a constructive and considerate manner
4. Understand the responsibilities of colleagues
5. Identify obstacles to effective teamwork
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|  **Understand what is meant by professional practice**  |
| * Identify the implications, and applicability for IT professionals of:
	+ - Data Protection Act
		- Computer Misuse Act
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| * List 4 of the professional bodies for IT
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|  **Know the legislative environment relating to IT activities** |
| * Identify the impact on an IT organisation of legislation covering:

• Processing of financial transactions • Health and Safety • Privacy, Confidentiality and Security • Copyright and Intellectual Property Rights |
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| **Be able to improve personal effectiveness**  |
| 1. List the aims and objectives of the organisation 2. State the organisation’s brand or image 3. Identify the IT support team’s structure, roles and responsibilities 4. Identify potential improvements to working practices |
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