B&A 35 Buddy a colleague to develop their skills

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| **Learning Outcome** | **Assessment Criteria** | **Guidelines and range**  **The candidate provides evidence that they understand:** |
| 1. Understand how to buddy a colleague | 1. describe what is expected of a **buddy** | **Buddy**  Your role may be to show a new member of staff where different departments are within the building, how to complete certain regular tasks etc. |
| * 1. explain techniques to give positive **feedback** and constructive criticism | **Feedback eg**   * Information specific * Issue focused * Based on observations * ‘Sandwich’ strategy i.e. positive/negative/positive * Person to person * Timely |
| * 1. explain **techniques** to establish rapport with a buddy. | **Techniques:**   * Be approachable * Look for things you have in common * Hone your listening skills * Develop active listening * Have empathy * Reflect and clarify * Use open body language |
| **Evidence may be supplied by**   * report, professional discussion and questioning | | |
| 1. Be able to plan to buddy a colleague. | 1. agree which aspects of a colleague’s work may benefit from buddying |  |
| * 1. confirm organisational requirements for:  1. standards of behaviour 2. presentation 3. communication 4. performance   of a buddy colleague |  |
| * 1. agree a schedule of meetings that minimise disruption to business. |  |
| * 1. agree:  1. specific 2. measurable 3. achievable 4. realistic 5. time-bound   (SMART) buddying objectives |  |
| **Evidence may be supplied by**   * observation, witness testimony, professional discussion and reflective account | | |
| 1. Be able to support a buddy colleague carrying out work activities | 1. remain unobtrusive while a buddy colleague carries out their work activities |  |
| 1. provide examples of how to carry out tasks correctly |
| 1. identify instances of good practice and areas for improvement through observations |
| 1. praise a buddy colleague on well completed tasks |
| 1. give constructive feedback on ways in which a buddy could improve performance offer a buddy hints and tips based on personal experience. |  |
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