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
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| * 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
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| **Evidence may be supplied by*** report, professional discussion and questioning
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| 1. Be able to plan to buddy a colleague.
 | 1. agree which aspects of a colleague’s work may benefit from buddying
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| * 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.
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| * 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
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| 1. Be able to support a buddy colleague carrying out work activities
 | 1. remain unobtrusive while a buddy colleague carries out their work activities
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| 1. provide examples of how to carry out tasks correctly
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| 1. identify instances of good practice and areas for improvement through observations
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| 1. praise a buddy colleague on well completed tasks
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| 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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| 1. offer a buddy hints and tips based on personal experience.
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| **Evidence may be supplied by*** observation, witness testimony, professional discussion and reflective account
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