Employee Skills for Working Flexibly

Self-Assessment Tool

Version 2.0, May 2019

Works for me.
Works for NSW.

FLEXIBLE WORKING

NSW GOVERNMENT

Why we've developed this tool for employees

The NSW Government has committed to making all roles flexible in the NSW government sector on the basis of 'if not, why not' by 2019.

The skill sets have been written to help you identify what you need to know, say and do to work flexibly in a way that maintains or improves service delivery in your role with the NSW government sector.

How do we support colleagues, even if we don't want to work flexibly ourselves? What might we need to change? We've tried to capture this as a self-assessment you can do to measure your perspectives, habits and practices against what we need to do to be a flexible sector.

We have developed a different skillset for employees, managers, HR managers and sector leaders, because we are all somewhere on this learning curve and have differing roles when it comes to implementing flexible working.

This tool helps you to self-assess your own flexible working skills and identify any **areas for personal development**.

- It is for your **personal use** and is not an input to performance evaluations.

- You are not required to disclose the results of your self-assessment to anyone, rather, this tool is designed to be used to drive your own **personal and professional development** in flexible working. To get the most out of it, answer the survey questions as honestly as possible.

- If you want to, you can also use it, and any identified development areas, as a basis for discussion with other leaders, managers or your team, to discover what you all could do differently.

- The **Flexible Working Development Guide for Empoyees** complements this tool. Your results here will identify the sections of the guide that are most relevant to your development needs.

How to use this tool

What you need to do

- This should take approximately 10 – 15 minutes to complete.

- We've divided it into topics (e.g. awareness, diversity & inclusion) that then help you identify any development resources you might need.

- Importantly, the tool asks you to rate your **confidence** across a variety of areas. It is important that you consider **confidence in your ability**, rather than confidence you have in your work environment.

- Capture any thoughts, reflections or ideas that come to mind as you respond to statements in the **What I could stop/ start/continue to improve column**.

What happens next

- Once you have completed the self-assessment tool, use the **Scores summary** page to record your scores for each question.

- You will then be able to identify your average score in each topic – more detailed instructions can be found on the scoring page.

- Choose **up to three** lowest scoring topics and use these to prioritise any development you might need in the **My development needs** section on the last page of this document. List the identified topics in order of priority (i.e. the lower-scoring topics first). This does not mean you should only seek to develop your skills in these areas but selecting three is a good place to start. Then read the development guide to identify what you can do to address each area.

If you have any high scores, that's fantastic! Consider letting HR know if you're willing to be identified as a change champion, to help your agency achieve its policy commitment of making all roles flexible on an 'if not, why not' basis.

Employee self-assessment tool

Reflect on your experience with flexible working in your organisation.

Please rate your confidence in relation to the following, by circling the most relevant number on the 5-point scale below, where **1 = not confident at all**, and **5 = very confident**).

I am confident that…	My self-assessment	What I could stop/start/ continue to improve on
Awareness		E.g. could do this more in team meetings
I use various types of flexible working where available	1 2 3 4 5	
I promote the benefits of flexible working to others (e.g. my colleagues)	1 2 3 4 5	
I believe that flexible working is not limiting to my career	1 2 3 4 5	
I seek out information / advice to make the best flexible working choices	1 2 3 4 5	
Diversity & inclusion		
I believe everyone should have equal access to flexible working, regardless of their personal situation or context	1 2 3 4 5	
I avoid judging how others use flexible working – what matters most is that the work gets done	1 2 3 4 5	

Employee self-assessment tool

1 = not confident at all, 5 = very confident

I am confident that...	My self-assessment	What I could stop/start/continue to improve on
I 'sense check' any personal biases that might influence how I relate to colleagues	1 2 3 4 5	
I appreciate how flexible working needs can change over time	1 2 3 4 5	

Courageous conversations

I feel comfortable talking to my manager about my flexible working arrangement (e.g. making a request)	1 2 3 4 5	
I feel comfortable talking to my colleagues about their flexible working arrangement (if it affects me or the team), or about my arrangement (if it affects them)	1 2 3 4 5	
I am patient and resilient in finding alternative flexible working arrangements, if I find my current arrangement is no longer working or something has changed	1 2 3 4 5	
I can speak up, and work to resolve, negative attitudes toward flexible working if I notice it in colleagues	1 2 3 4 5	

Employee self-assessment tool

1 = not confident at all, 5 = very confident

I am confident that...	My self-assessment	What I could stop/start/continue to improve on
Collaboration		
I work collaboratively to foster flexible working arrangements at a team-level, for all	1 2 3 4 5	
I negotiate with other colleagues about flexible working when I need to	1 2 3 4 5	
Continuous Improvement / Monitoring and Evaluation		
I take action if my flexible working arrangements are not working effectively, and make adjustments	1 2 3 4 5	
I monitor my flexible working arrangements to maintain or improve my performance as well as my service delivery responsibilities, without intensifying my workload	1 2 3 4 5	
Service Delivery		
I consider the needs of customers / members of the community when planning my flexible working arrangements	1 2 3 4 5	
I am open with customers / members of the community about my flexible working arrangements where these are likely to trigger a change in how we work	1 2 3 4 5	

Employee self-assessment tool

1 = not confident at all, 5 = very confident

I am confident that...	My self-assessment	What I could stop/start/continue to improve on
Self management		
I use my initiative / judgement to set individual goals for completing my work, no matter when, where or how the work is done (e.g. hours of work, location)	1 2 3 4 5	
I manage my time effectively	1 2 3 4 5	
I notice when I am feeling guilty about working flexibly and like I need to prove myself or work harder to 'earn' the arrangement	1 2 3 4 5	
I focus more on outcomes / outputs rather than how I achieved them	1 2 3 4 5	
Tech savvy		
I use technology to help myself work flexibly - e.g. to support self-management, team collaboration etc.	1 2 3 4 5	
I actively seek 'workarounds' where technology solutions are unavailable and share what I have learnt	1 2 3 4 5	

Now that you have completed the self-assessment tool, use this section to record your scores for each topic:

1. Enter individual responses (the number you circled) for each item/statement in the blank spaces against each topic.

2. Calculate your **average score** for each topic by summing the individual item/statement scores within a topic and dividing them by the number of responses in that topic. For example, if you circled 4 and 2 for statements 1 and 2 in the 'Collaboration' topic, your score would be the sum of these numbers, divided by 2 (i.e., score of 3).

Topic	Item / statement self-assessment rating	Score
Awareness	(......... + ... + ... + ...) ÷ 4	= ....
Diversity & inclusion	(......... + ... + ... + ...) ÷ 4	= ....
Courageous conversations	(......... + ... + ... + ...) ÷ 4	= ....
Collaboration	(......... + ...) ÷ 2	= ....
Continuous improvement / Monitoring & Evaluation	(......... + ...) ÷ 2	= ....
Service delivery	(......... + ...) ÷ 2	= ....
Self management	(......... + ... + ... + ...) ÷ 4	= ....
Tech savvy	(......... + ...) ÷ 2	= ....

My development areas

Identify up to three lowest scoring topics to focus on and write them down in the table below.

1. List them in order of priority (i.e., lowest scoring topics listed first) in the table below.

2. Capture any development ideas next to each topic. Refer to the **Flexible Working Development Guide for Employees** for resources and development suggestions.

The topics can also be used as conversation starters with your manager and other team members.

Topic	Development Ideas
1.	
2.	
3.	

Notes