

# Performing at your best

## Things to think about

How to achieve my role accountabilities

How to make the most of my time with my manager

What's working and what isn't. What can I do differently or better?

Opportunities to develop my capabilities

## Key actions

### Understand what is expected of you

- Discuss your performance objectives and the behaviours expected of you with your manager.
- Your role description describes the capabilities required to perform your role effectively. Review the behavioural indicators for each capability and think about how you apply these behaviours to meet the key accountabilities of your role and achieve your objectives on a daily basis.
- Note that the behavioural indicators are indicative: the emphasis on particular behaviours will vary according to the organisational focus and key accountabilities of each role. Some indicators may not be relevant to the role.
- Look to peers: identify high-performing colleagues in your organisation, and observe the capabilities and associated behaviours they display. Find ways to incorporate their practices into your day-to-day work.

## Points to remember

- Proactively follow up with your manager to request regular feedback and prepare for discussions on your performance and capabilities throughout the year
- Focus on addressing any performance issues as soon as you become aware of them. You will need to continually build your capabilities to deliver your work and to progress in your career across the public sector
- Different roles require different levels of capability. You do not have to achieve Highly Advanced proficiency level in every capability to advance your career in the NSW public sector

## Key actions continued

### Have regular conversations

- Applying your capabilities to perform your work is a daily and ongoing process: reflect on the importance of your capabilities in enabling you to meet the key accountabilities of your current role and previous roles and to contribute to an organisation as a whole
- It's not always easy to be objective about your own performance and capabilities – having regular conversations with your manager and colleagues will help you to receive feedback and ask for assistance. Are you repeating the same behaviours, even when they are not working? Are there new and different behaviours you can try, to perform your role more effectively?
- Put the time with your manager to best use. Each month, choose a specific capability or capabilities to discuss with your manager. Seek feedback from others, such as your peers or a trusted mentor, and consider specific examples. What's happening at the moment? What effect does this have? What's working or not working? Invite suggestions, identify possible obstacles and commit to action.
- Build trust with your manager, to be open and honest about your challenges and weaknesses and to keep track of your progress in developing your capabilities. Think about how you act, what you have learned, and how you will know you have succeeded. What support do you need and how will you enlist that support?

### Toolkit

- Managing for Performance: Guide for Employees
- Capability Discovery Tool
- NSW Leadership Academy
- Personas – Individuals in State of Workplace Reform Report
- Aboriginal Employment and Development Program
- Career Pathway Template