**Task 4 - Your task**

Anjark Services has established an ongoing training and development program for its staff that focuses on building the work team’s productivity through better use of their work time.

This requires each employee to build their own understanding and competency in managing their time and establishing their own work practices that enable their work tasks to be completed within set timelines and quality outcomes. Like most businesses, Anjark Services has tied this training and development activity to employee performance plans.

As one of the newer members of your work team, you find the whole issue of time management and using feedback to improve your performance a little daunting.

You are to undertake the learning through study of the learning resources provided by the company.

As you are going to meet with your supervisor about for a work performance review, you decide to construct a work plan that will cover a day and demonstrate to the supervisor that you are applying the learning you have gained in the company’s training program.

You should ensure that the work plan you have attached, lists all the tasks that you will complete during a day. You chose a Wednesday when you are working in the reception area and are preparing business letters, the report for the manager on the weekly staff absences and achievements for each business client as provided by team leaders (the report is due on the manager’s desk at 9:00 am each Friday morning covering the 5 day period of Wednesday to Tuesday), as well as any incidental business from your supervisor. After you finish your day’s work plan, you make some notes on the following so that you can be ready for the meeting:

1. How you negotiated and agreed on the tasks that you are required to complete?
2. Using any three tasks from your work plan you are prepared to show how your work plan reflects the goals of the organisation and team you work in.
3. Be able to identify the activities that were completed because they were a priority and how you decided these were a priority over other work.

You also have the completed work from the training program ready to show the supervisor that you have finished the program ahead of schedule.

You have been provided with administrative tasks associated with this review to complete. You are expected to complete all your work promptly and accurately – no mistakes at all (i.e. punctuation, spelling, grammar, layout, etc.) – and your work must be handed in on time!

**Some hints for you…**

To successfully complete this task, you are required to:

* Demonstrate that you can organise your own schedule allowing flexibility for emergent issues and consulting and negotiating with other work personnel.
* Understand and can identify the relationship between own work goals and plans, and the goals and plans of the business or organisation employing you.
* Know and can apply several time management strategies and tools.
* Perform tasks according to designated timelines and instructions.
* Review your own work performance using feedback effectively.
* You will need to assemble a portfolio of work from your training program (the activities from the three learner resources provided by the company plus items listed below) to submit to your supervisor (teacher).
* Undertake training on Microsoft Outlook to understand and be able to use the productivity and time management tools within this application.
* Undertake email software training to the level needed to produce simple business level emails.
* The supervisor has emailed you a list of questions that they wish you to answer as part of an evaluation review of the training program. The management is trying to gauge the effectiveness of the training by understanding what level of understanding employees have in this area. Please respond to these questions in writing and add your response to the portfolio of work you will take to the supervisor.
* Undertake a short workplace quiz on time management in an office workplace.
* Use email to submit the required portfolio to your supervisor (teacher).

**What you must do:**

Refer to the Task Planning Sheet to assist you in completing this task.