KEY SKILLS

- Being a member of the team
- Helping the staff
- Following instructions from your supervisor
- Making and agreeing working arrangements
- Identifying a problem
- Solving a problem
- Reviewing methods used to solve problems

WORK SKILLS

- How to speak to service users
- How to follow instructions correctly
- How to present yourself and give a good impression
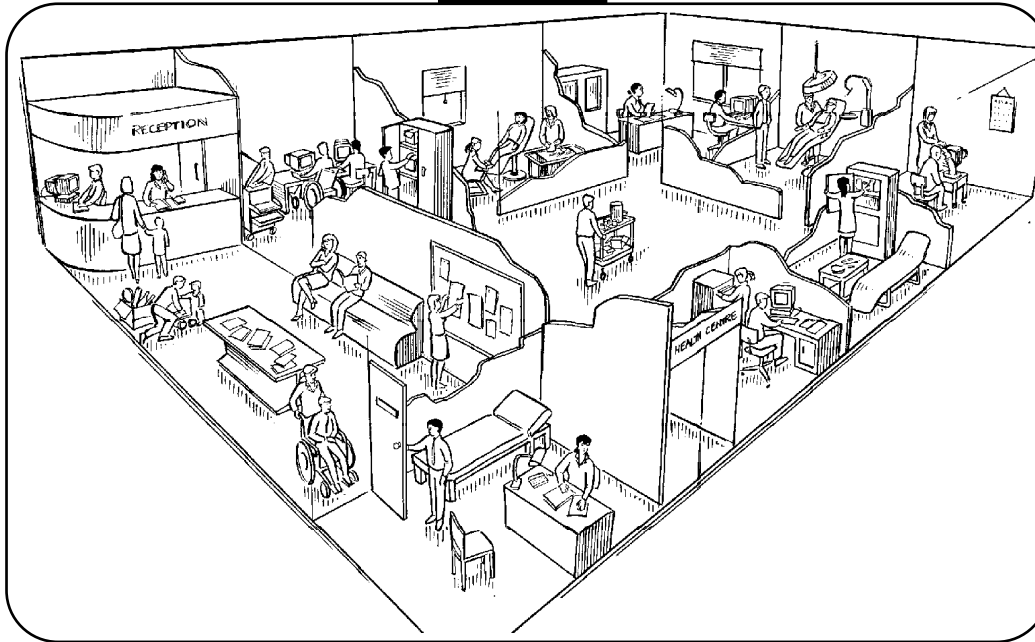- How to organise and maintain own work area

WORK TASKS

- Responding to the needs of service users
- Cleaning and sterilising equipment

Left side (EMPLOYABILITY SKILLS):
- Working on your own
- Being flexible
- Getting on well with different types of people
- Presenting yourself well for work
- Showing an interest in what you are doing
- Negotiating your work experience programme
- Having a positive attitude to work
- Asking questions at the interview

Inner left column:
- How to use the telephone
- How to make appointments
- How to take messages
- Using a computer
- Answering the telephone on reception
- Making appointments

Inner right column:
- How to follow health and safety procedures
- How to handle and move materials safely
- How to spot hazards
- How to clean and sterilize equipment
- Working on health promotion projects
- Meeting and looking after visitors
- Assisting the professional staff

Right side (IMPROVING OWN LEARNING & PERFORMANCE / APPLICATION OF NUMBER):
- Recognising new skills you have gained
- Setting targets with your supervisor
- Meeting targets and deadlines
- Identifying new skills
- Maintaining records
- Collecting and processing data

Bottom of central area:
- Maintaining and filing records
- Talking with service users
- Cleaning and tidying work area
- Following health and safety rules

Lower row:
- How to use a computer
- How to welcome service users
- How to file and retrieve records
- How to look after special visitors
- How to make and display posters and notices

Bottom (COMMUNICATION):
- Taking part in discussions with colleagues
- Talking to service users
- Reading health promotion information
- Reading health and safety procedures
- Taking part in discussions with your supervisors
- Using the telephone

Bottom (INFORMATION TECHNOLOGY):
- Using databases
- Using word processing packages
- Making bookings on a computer
- Preparing documents using templates