

EU-Assistant: Development of a VET curricula for Personal Assistant professional profile based on the European Framework of Qualifications



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MODULE 6 – ORGANIZATIONAL SKILLS



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1. MODULE DESCRIPTION

MODULE TITLE	ORGANIZATIONAL SKILLS
KEYWORDS	skill, organization, functional diversity, daily activities, flexibility, personal assistance, adaptation
TARGET GROUP	This module will be aimed at those who want to know how to improve his/her organizational skills.
LEVEL	medium
CAREER OPPORTUNITIES	People who want to become Personal Assistant for people with functional diversity.
AIMS OF MODULE	<p>This module provides participants with practical knowledge, understanding, resources and opportunities to learn how to improve the organizational abilities needed to work as a PA.</p> <p>The student will know what the organization is, techniques of time management, how to organize the work, how to be responsible and to find alternatives</p>
	Upon completion of this module, the participant will have learned how to work in

OUTCOMES LEARNING	an organizational way.
PREREQUISITE (S) SKILLS:	Basic use of ICT.
PREREQUISITE (S) COURSE:	none
GUIDED LEARNING HOURS:	3
COMPENTENCY	The student understands the importance of the time management and organization skills for the job. i
ASSESSMENT	The evaluation will consist of a multiple choice type test and develop response exercise, which will test the knowledge and understanding of students through learning outcomes test.
CATEGORY	cost (cost optimization) time (efficient time management) s-quality (service quality) m-quality (management quality)
SUPLEMANTARY MATERIAL (S)	none

2. INTRODUCTION

Dear participant,

Welcome to this module! This module is created within the framework of training for people who are interested in becoming personal assistants for people with disabilities. In this module you will learn about other of the most important competences when it comes to being a personal assistant, and it is how to be an organizer worker. In order to do this job in an organizational way, is necessary for the student to learn some aspects about the management of the time, the resources and the events that can happen in daily life.

Module 5 includes contents about how to manage the time, how to be responsible at work, tips to be a good worker like to adapt yourself to changes, and characteristics, enemies and tools to time management.

Warm regards,

EU- Assistant Project Team

3. DEFINITION

Organization and planning are the ability to set goals and priorities when undertaking a task, to develop an area or a project, establishing the action, deadlines and resources to be used.

It is the skill that needs to be put in place when coordinated actions with other people (the user and their environment) have to be carried out, in real time and costs, so that the efforts are most efficiently used and the objectives are achieved.

To plan and organize is to study previously the objectives and actions to be carried out. In this case, Independent Living Personal Plan will reflect those objectives, which along with the user's guidelines; will determine the tasks to be performed by the personal assistant in the short and medium term.



Other **skills** involved are time management, decision making, teamwork.

3.1. What does organizational capacity presuppose?

In general terms, a good professional should have:

- Ability to anticipate sensitive areas of a situation or problem by checking data and seeking external information.
- Ability to manage various objectives by establishing coordination mechanisms.
- Ability to establish objectives, deadlines, define priorities and control the quality of work.
- Ability to make adaptations in response to the environment or to the needs of the situation.

- High capacity to deal with changing and innovative situations and to review and evaluate the positive and / or negative consequences of actions.

And know how...

- Anticipate possible obstacles that may arise in the development of tasks.
- Establish mechanisms to monitor progress on objectives.
- Be clear about the goals and objectives of your profession, in relation to your user.
- Define systems and work schemes.
- Set priorities and times.
- Organize and properly distribute times for daily activities.
- Evaluate by monitoring the achievement of objectives and correct deviations if necessary.
- Distribute and make good use of technical resources.
- Facing situations other than those you are not accustomed to in the routine of the job openly.
- Modify your behavior to suit new alternatives.
- Adapt to change in a positive and constructive way.
- Quickly assimilate new knowledge and use it for daily work.
- Evaluate and review the tasks carried out in order to make improvements.
- Uses the information provided to you or look for another one in order to update your knowledge, for example on mobilization techniques, support products or disability, in general.
- Accept and apply changes to procedures and work tools and apply them.
- Adapt to new working methodologies.
- Perceive changes as a possibility of new learning.

4. WORK MANAGEMENT

The main task of the personal assistant is to support the client in their independent living plan. The Independent Living Personal Plan, which the user will have done (explicitly or implicitly) before hiring the assistance, consists of an approximate planning of his/her daily life with specification of those tasks in which he/she needs support and what type of support he needs.

Thus, the personal assistant must have organizational capacity to carry out his functions in a responsible and timely manner, assuming the need to adjust to the user's planning.

In order to prepare this Independent Living Personal Plan, the user will plan in which times of the day he needs support and how long it will last. However, we must keep in mind that:

- Prioritization of activities is flexible.
- The program is continuously evaluated and adapted, depending on the progress in recovery and any changes in the user's situation;
- Daily activity programs are adapted to new emergencies that are important to the quality of life of the user.

It is important to be aware that our work depends on the day to day life of one or more people, planning and tasks are determined and influenced also by the relationships of your clients with relatives and loved ones. If the personal assistant is late or does not appear without prior notice, the user's activities will be unattended and may even be at risk for being alone.

Due to the importance of organizational capacity, theoretical and practical aspects for the development of this competence, such as time management, adaptation to change and responsibility, are detailed below.

5. TIME MANAGEMENT

First, let's differentiate between effectiveness and efficiency:

- ✓ Efficacy: consists in doing what needs to be done. It focuses on the result: that it must be done, with the least possible resources
- ✓ Efficiency: do very well what is done. But it can perform wonderfully something that should have done another, or that it was not even necessary to do.



5.1. Time management characteristics

- 1 Managing time is NOT working fast.
- 2 Most people can not solve their time problems by working longer hours.
- 3 Those who concentrate on working efficiently could not the most effective. Efficiency, rather than doing things right, focuses on doing what needs to be done.
- 4 Doing several things at once is not an effective use of time. It is more efficient to concentrate time and effort on one thing, to finish it and to approach another with equal concentration.
- 5 Most people are not overworked because of their own job requirements. Time is never enough to accomplish everything you would want to do: you have to make choices prioritizing tasks.
- 6 You can always choose according to priorities. There are always things that are more important than others, because they lead more directly to goals. And these are the ones that require priority.

- 7 All daily activities can be planned. Although it is not necessary to blindly respect this planning if there is then an alternative activity of greater interest.
- 8 In general, we DO NOT usually know how we spend our time and what causes us to lose it sometimes.
- 9 The most active and active individuals are NOT automatically the ones with the best results. It is clear that, with equal effectiveness, greater activity produces better results, but a large activity, by itself, guarantees nothing.
- 10 Simplifying managerial tasks is NOT a good way to save time.
- 11 Controlling time DOES NOT lead to losing unexpected but interesting opportunities.
- 12 Managing Time Well DOES NOT mean working like a robot. Freedom is preserved by the deliberate choice of the use of our time, and not by dragging ourselves by circumstances.
- 13 People of greater responsibility should NOT work longer to set an example. Responsibility, difficulty or quality of work are not manifested by a greater number of hours worked.
- 14 My responsibility does NOT require me to be always available to those who need me. Responsibility and availability are independent concepts.
- 15 The quality of decisions is not improved by taking them longer. Once enough information is gathered, the longer you let go, the less effective the decision will be. On the other hand, it will never be disposed of all the information that one would want to have.
- 16 Delegating does NOT release a lot of time in the short term or allow to relieve responsibilities.
- 17 Doing it by yourself DOES NOT save time, coaching is not doing things yourself, but getting results through a team.



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5.2. Time management enemies

- Do not budget your time well
- Confusion in priorities
- Time Sinks
- The mess
- Time Thieves
- Lack of concentration
- The lateness
- Excessive PERFECTIONISM
- Not knowing how to say NO
- Be very busy
- Leave important things for later
- Addiction to work
- The "excitement of risk": "the rush usually serves to save minutes After having wasted hours".

To ORGANIZE YOUR WORK correctly, you will need to:

1. PLAN: Decide what is going to be done, setting long-term goals, and medium and short-term goals that make them possible.
2. PROGRAM: Decide when to do and allocate the necessary resources to achieve the objectives.

5.3 Time management tools and resources

- Avoid postponing assignments
- Reduction of interruptions
- Learning to delegate
- Manage our stress adequately
- Being assertive
- Establish clear objectives in the short and medium term.
- Plan tasks to reach them.
- Assign to each just the right time
- Begins with the most important
- Follow your program unless something more important comes up.
- Do it now, do not leave it for later
- Concentrate on a single issue
- Finish what you start
- Make the best use of your next minute
- Take time for yourself;

- Develop, enjoy, live.

6. ADAPTATION TO CHANGE

It is the ability to adapt to changes, modifying if necessary its own behavior to **reach certain objectives** when difficulties arise, new information or changes of the environment, whether of the external environment, of the own organization, of the user or of the requirements of the work per se. Adaptability is coupled with flexibility.

People who possess this ability **are characterized by:**

- Accepting and adapting easily to changes.
- Being a person capable of making changes without creating insecurity or frustration.
- Responding to change with flexibility.
- Being promoters of change
- Handling multiple demands adequately, promptly reorganizing priorities.
- Adapting their responses and tactics to changing circumstances
- The view of events is extremely flexible.

People with these competences are able to acquire new skills or abilities and easily join a new team. They remain open to new information and can renounce old beliefs and to adapt themselves to new times.



7. RESPONSIBILITY

RESPONSIBILITY is a value of the person, which allows you to assess the consequences of your actions, give the best of you and exercise your self-control.

Develop your responsible face means to:

- Identify honestly the aspects of your behavior that you need to change (at work, at home, with friends ...)
- Avoid gossip.
- Work with consciousness, with respect of the others and yourself
- Avoid causing damage.
- Reset the property of others.
- Help those who need it.
- Understand what are the interfaces and boundaries of your responsibility
- Evaluate your progress.
- Ask yourself daily or weekly if you are making progress.
- Ask others to evaluate you. Relatives and friends who know you well can help you in your progress by giving you objective information about your personal changes.

RESPONSIBILITY



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