

Skills, Knowledge, Attitude and Behaviours

Aim

This activity helps participants to identify gaps in their own skills, knowledge, attitude and behaviours. The activity focuses on what participants would look for in their ideal manager, and by default, identifies what others would look for in them as a Team Leader or Manager. It can be used as the basis for a self-assessment or 360 activity.



Activity – Carousel (30-45 mins)

1. Place four flip-charts on the wall, each with one of the following headings: Skills; Knowledge; Attitudes; Behaviours.
2. Split the participants into four groups and allocate each group to a flip-chart.
3. Give the groups 5 minutes to brainstorm as many attributes as they can (depending on what flip-chart they have) to describe what they would look for in their ideal manager.
4. Ask participants to write (or draw!) these on the flip-chart.
5. After 5 minutes, ask the group to rotate to the next flip-chart and repeat the process.
6. By the end of the activity, all four groups should have contributed to each flip-chart.

Alternative Activity – Group (15 mins)

This approach may be more practical if time is tight or space is limited.

1. Create four flip-charts, each with one of the headings: Skills; Knowledge; Attitudes ;Behaviours.
2. Split the participants into four groups and give each group a flip-chart.
3. Give the groups 5 minutes to brainstorm as many attributes as they can (depending on what flip-chart they have) to describe what they would look for in their ideal manager. Ask participants to write (or draw!) these on the flip-chart.
4. After 5 minutes, ask the groups to feedback.

Debrief

Once all participants have had the opportunity to complete the activity, facilitate a conversation on the bigger learning, questions may include the following.

1. What observations do you have? / What do you notice?
2. How do these attributes relate to the best/worst manager you've ever had?
3. If you are looking for these attributes in your ideal manager, what attributes are people looking for in you?
4. What are your strengths in relation to the attributes you've described?
5. What are your areas for development?

Self-Reflection and Personal Development.

Following the debrief, ask participants to take 5 minutes to reflect on any steps they need to take to develop their own skills, knowledge, attitudes or behaviours. Allow time for participants to capture these on their action plan, with any support or additional resources they will need.

Participants' Briefing for Carousel Activity

1. Start with each group standing by a different flip-chart.
2. In your groups, discuss and capture as many attributes as you can (related to your flip-chart heading) to describe what you would look for in your ideal manager.
3. After 5 minutes, move to the next flip-chart (e.g. to the right).
4. Once you have read what the other group(s) have written, add anything that you think is missing.
5. After 5 minutes, move to the next flip-chart.
6. At the end of the activity, you will be asked to feedback what has been captured on the flip-chart that you finished on, along with any observations.

Resources

- Flip-chart paper and pens.
- Individual action plans for self-reflection and personal development.
- Bell or buzzer to signal when each 5 minutes is up.

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