

3CO03

Core behaviours for people professionals



About this unit

This unit introduces the core behaviours for people professionals, focusing on ethical practice, professional values and professional development. It considers how certain ways of thinking and acting should be universally consistent, even in new and challenging situations, to promote inclusivity and respect in the organisation.

What you will learn

You will develop insight into different approaches to customer focus using ethical principles to inform your approach to work. You will explain ethical principles and professional values, contextualising them within your work and specifying the ways in which you conform to associated regulation and law. The importance of respectful and inclusive ways of working will be examined in terms of clarifying problems and issues, contributing views, accepting mistakes and working in a team. Finally, you will examine the concept of reflective practice aimed at consolidating and improving your professional knowledge, skills and experience.

Level 3

4 credits

40 hours total unit time
20 guided learning hours

1 Understand insightful approaches to supporting and maintaining ethics and professional practice.

1.1 Explain ethical principles and professional values including how these can inform approaches to work.

Definition of 'ethical principles' and 'professional values'. The importance of maintaining and applying ethical codes within a working environment and the potential consequences to personal and professional integrity of unethical behaviour. How professional values underpin and inform behaviour at work. Being professionally value-driven to develop and influence sound behaviours as a people professional.

1.2 Specify ways in which you conform consistently with relevant regulation and law within the context of ethics and professional practice.

Awareness around how to act consistently within the boundaries of the law and codes of practice. Identification of the ways in which you demonstrate conformity and consistency with relevant regulation and law within the context of ethics and professional practice.

2 Be able to promote respect and inclusive working underpinned by professional courage and a passion for learning.

2.1 Summarise ways of demonstrating respectful and inclusive working in relation to:

- **contributing your views and opinions**
- **clarifying problems or issues**
- **working effectively as part of a team.**

Contributing when appropriate by speaking calmly and clearly, use of supporting facts and details, ensuring others understand your views, explaining in a different way when confusion arises. Accepting differing viewpoints as pieces of information, not as criticism or challenge.

Using listening skills to ensure problems or issues are fully understood; checking other opinions; checking details and facts; the role of assumptions; reflecting your understanding of the issue to others.

Valuing difference in individual characteristics and how this benefits the team. Demonstrating respect and empathy for others within a work context. Models of team development and teamworking.

2.2 Recommend ways in which you can show inquisitiveness about issues and developments in the people profession and the wider world of work.

A variety of approaches in how you maintain and promote curiosity and currency about contemporary issues and developments of the people profession and wider world of work for yourself and others. Questioning; formal and informal investigation and research; keeping up to date, for example professional journals,

Learning outcome, assessment criteria and indicative content

blogs, news feeds, latest books and articles; keeping in touch with competitor activity.

2.3 Demonstrate proactive approaches to developing, recording and reflecting on your professional knowledge, skills and experience.

Recognising why people professionals need to develop, record and reflect on their own practice. Concept of continuous professional development (CPD). Ways of identifying and prioritising own learning and development needs and appropriate solutions. The importance of reflecting on your own learning and development activity and evaluating how it impacts your behaviour. Approaches for maintaining professional CPD records.

Books

- Beevers, K., Hayden, D. and Rea, A. (2019) *Learning and development practice in the workplace*. 4th ed. London: CIPD Kogan Page.
- Cook, S. (2008) *Customer service in your organisation*. Toolkit. London: CIPD Kogan Page.
- Leatherbarrow, C. and Fletcher, J. (2018) *Introduction to human resource management: a guide to HR in practice*. 4th ed. London: CIPD Kogan Page.
- Martin, M. and Whiting, F. (2020) *Human resource practice*. 8th ed. London: CIPD Kogan Page.
- Waite, K., Beevers, K., Small, N., Tomlinson, K. and Hussain, S. (2021) *People practice: a complete guide*. London: CIPD Kogan Page. [Forthcoming, 1st ed., September 2021.]
- Winstanley, D. (2009) *Personal effectiveness*. London: Chartered Institute of Personnel and Development.

Key journals

- People Management*
Available at:
www.peoplemanagement.co.uk/
- Personnel Today*
Available at: www.personneltoday.com/

Online resources

- CIPD. (n.d.) *Continuing professional development*. London: Chartered Institute of Personnel and Development. Available at: www.cipd.co.uk/learn/cpd
- CIPD. (n.d.) *My CPD map*. London: Chartered Institute of Personnel and Development. Available at: www.cipd.co.uk/learn/cpd/map

CIPD. (2015) *CPD for HR [podcast]*. London: Chartered Institute of Personnel and Development. Available at: www.cipd.co.uk/podcasts/cpd-for-hr

Green, M. and Russell, T. (2019) *Ethical practice and the role of HR*. Factsheet. London: Chartered Institute of Personnel and Development. Available at: www.cipd.co.uk/knowledge/culture/ethics/role-hr-factsheet

Websites

- www.cipd.co.uk
Website for the Chartered Institute of Personnel and Development
- www.gov.co.uk
Website for all government information and services, including government departments, agencies and public bodies
- www.acas.org.uk
Website of Acas (Advisory, Conciliation and Arbitration Service), which aims to improve organisations and working life through better employment relations