

PERFORMANCE REVIEW AND DEVELOPMENT

DEVELOPMENT AND LEARNING

MEDICAL LABORATORY ASSISTANTS

During this year's performance review meeting with your line manager, you will be given the opportunity to discuss and agree development and learning needs for the coming year. The table below lists examples of developments that may be beneficial to you and the organisation. Some of the development and learning needs shown here are available as either Video, CD ROM or Internet learning aids through the NSS learning centre. A full list of courses can be viewed in the learning centre catalogue on the Infozone. Please discuss any other suggestions with your line manager who will record them below. These will be given due consideration before final agreement.

Please note that it may not be possible to cover all your development needs in the coming year (in fact very unlikely!), therefore it is important that you select and agree those of highest priority and greatest benefit.

Development	Needed?	Agreed?	Comments?
Interacting with Customers <ul style="list-style-type: none"> Excellence in Service: Providing superior customer service (Internet) Respect! Relating to your customers (CD ROM) Fish - customer service (Video) 			
Telephone skills/Communication skills <ul style="list-style-type: none"> Effective communication (Internet) Active listening (Internet) 			
Quality awareness day			
IT awareness various levels – Word, Excel, Access, Powerpoint, Groupwise E-mail, EQUA Skills.			
Health & Safety awareness			
Working in teams <ul style="list-style-type: none"> Who moved my cheese? (Video) The dreaded appraisal (Video) The empowering appraisal – The complete appraisals package (Video). 			
Risk assessment			
Manual handling			
Basic blood grouping theory			
Basic virology theory – including PCR testing and bacteriology			
Basic principles of component preparation and storage			
Basic principles of transfusion			
Basic principles of sterility testing and environmental monitoring			

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MEDICAL LABORATORY ASSISTANTS (Continued)

Development	Needed?	Agreed?	Comments?
Trainee MLSO development			
Personal Development <ul style="list-style-type: none"> • Increasing personal creativity (Internet) • Mindworks (Internet) • Building relationships (Internet). • Emotional Intelligence (Video) • Be fit for life • Return to learn • The power of vision (Video). • Mentoring • Whale done (Video). • Zest for life (1 day course). • Fat track your potential (1 day course.) 			
Induction			
Visits/secondments to other SNBTS sites/laboratories i.e. Clinical, P&T, PFC, Diagnostics Scotland, National Science Laboratory, Session, Apheresis, PCR etc.			
Managing Information (Internet)			
Career Development			
Stress management <ul style="list-style-type: none"> • Fundamentals for employees (Internet) • The ultimate stress show (Internet) 			
GMP Awareness session.			
Mentoring and Coaching <ul style="list-style-type: none"> • The helping hand - Coaching skills 			
Scottish Vocational Qualifications			

Name:		Grade:		P&T Unit:		Year:	D55/05
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Comments: RECORD AGREED ACTIONS ON PERSONAL TRAINING & DEVELOPMENT FORM

Staff Signature: Date: Manager Signature: Date:

PERFORMANCE REVIEW AND DEVELOPMENT

DEVELOPMENT AND LEARNING

BIOMEDICAL SCIENTISTS

During this year's performance review meeting with your line manager, you will be given the opportunity to discuss and agree development and learning needs for the coming year. The table below lists examples of developments that may be beneficial to you and the organisation. Some of the development and learning needs shown here are available as either Video, CD ROM or Internet learning aids through the NSS learning centre. A full list of courses can be viewed in the learning centre catalogue on the Infozone. Please discuss any other suggestions with your line manager who will record them below. These will be given due consideration before final agreement.

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Development	Needed?	Agreed?	Comments?
CSA/SNBTS Personnel Policies and Procedures			
IT awareness various levels – Word, Excel, Access, Powerpoint, Project, Groupwise E-mail, EQUA Skills, ECDL (Internet)			
Visits/secondments to other SNBTS sites/laboratories i.e. Clinical, P&T, PFC, Diagnostics Scotland, National Science Laboratory, Session, Apheresis, PCR etc.			
Training for Trainers			
Quality Auditing			
Degree in Transfusion Science			
Continuous Professional Development			
Conferences/Symposia/Seminars/Scientific Meetings			
Quality Awareness Day			
Induction			
Participate in projects/developments/validations			
Health & Safety Awareness			

PERFORMANCE REVIEW AND DEVELOPMENT
DEVELOPMENT AND LEARNING
BIOMEDICAL SCIENTISTS (Continued)

Development	Needed?	Agreed?	Comments?
Return to Learn			
Personal Development <ul style="list-style-type: none"> • 7 Habits of highly effective people (3 day course). • Improving your mental agility (1 day course). • Building Relationships (Internet). • Be fit for life (1 day course). • Active Listening (Internet). • Straight talking: Assertiveness (CD ROM). • Mentoring. • Time relationship and information management. • Managing information (Internet). • Time management (Internet). • Decision making and problem solving (Internet). • Increasing personal creativity (Internet). • Mindworks (Video). • Emotional intelligence (Video). • Minute taking (internet). • Say the right thing (Video). • Zest for life (1 day course). • Fast track your potential (1 day course). • SVQ 			
Career Development			
Stress management <ul style="list-style-type: none"> • Fundamentals for employees (Internet) • The ultimate stress show (Internet) 			

PERFORMANCE REVIEW AND DEVELOPMENT
DEVELOPMENT AND LEARNING
BIOMEDICAL SCIENTISTS (Continued)

Development	Needed?	Agreed?	Comments?
Working in Teams <ul style="list-style-type: none"> • Who moved my Cheese? (Video) • Team spirit? (CD ROM) • Building the perfect team (Video) • Respect! Valuing diversity in teams (CD ROM) • Promoting your teams effectiveness (Internet). • Team leadership: Promoting your teams effectiveness (Internet). • Whale Done (Video). 			
Essentials of Management <ul style="list-style-type: none"> • The 4 roles of leadership (5 day course). • Succeeding as a new manager (Internet) • Everything you always wanted to know about management (Video) • The unorganised manager: Organising yourself (CD ROM) • Delegation (Internet) • Creating a positive workplace (Internet) • Managing performance (Internet). • Respect! Developing leadership skills (CD ROM) • Motivation (Internet) • Managing change (Internet) • The power of vision (Video) • Fundamentals of project management (Internet) • Body language at work (Video). • Time relationship and Information management (1 day course). • Can you spare a moment? – the counselling interview (video). • The complete appraisals package (Video) • The performance appraisal process (Internet) • The dreaded appraisal (CD ROM),The dreaded appraisal:Appraisee`s tape (Video) • Project management: Leading a team (Video). • Negotiating: Tying the knot (CD ROM). 			
Practical Project Management			
Managing Safety			
Managing Risks			
Managing Finance			

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DEVELOPMENT AND LEARNING
BIOMEDICAL SCIENTISTS (Continued)

Development	Needed?	Agreed?	Comments?
Mentoring and Coaching <ul style="list-style-type: none"> • Effective presentations (Internet) • Get ahead: Business presentations (CD ROM) • Conducting Meetings (Internet) • Meetings, bloody meetings (CD ROM) • The helping hand (CD ROM) • Managing people - How to coach (Internet) • The effective facilitator (Internet) • You`ll soon get the hand of it (Video) • Ten training tips (Video) 			
Telephone/Communication skills <ul style="list-style-type: none"> • Effective communication (Internet). • Active listening (Internet). 			
Interacting with customers <ul style="list-style-type: none"> • Excellence in service: Providing superior customer service (Internet). • Respect! Relating to your customers (CD ROM). • FISH – Customer service (Video). 			
NEBS Introductory Diploma in Management			
NEBS Management Qualifications – Introductory Award at Certificate Level			
NEBS Management Qualifications – Certificate in Management			
NEBS Management Qualifications – Diploma in Management			
Professional Certificate in Management			
Professional Diploma in Management			
Master of Business Administration			
Comments: RECORD AGREED ACTIONS ON PERSONAL TRAINING & DEVELOPMENT FORM			

Name:		Grade:		P&T Unit:		Year:	D55/05
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Job Holder's Signature:.....

Manager's Signature:.....

Date:.....