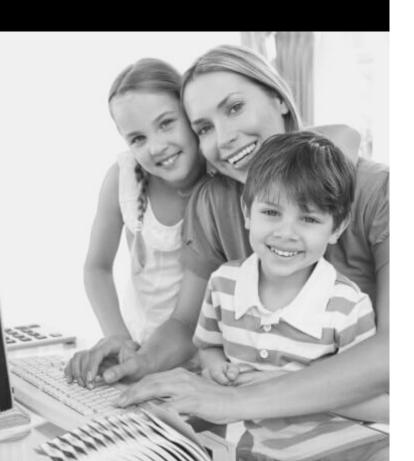
# PROFESSIONAL DEVELOPMENT FOR MICRO BUSINESS AND SOLOPRENEURS

14 SKILLS, 3 LEVELS



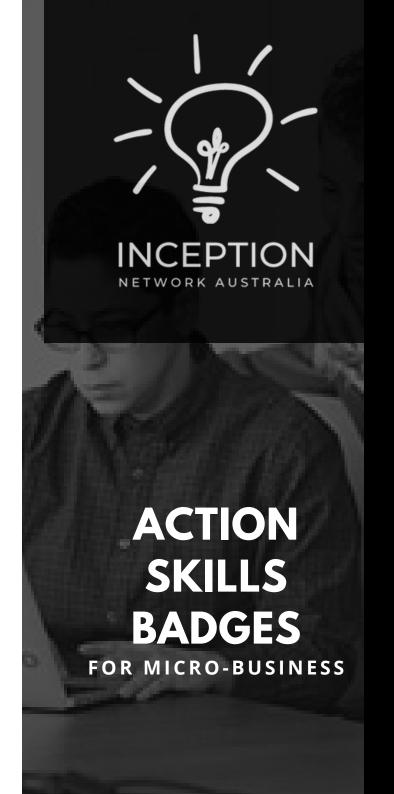
## **CONTACT:**

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Website: www.inception.net.au

DIGITAL
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## THE 3 LEVELS

#### Capable

Practical real-world experience to identify patterns and establish priorities. Comfortably applies the 'rules', systematic approach in unfamiliar situations.

#### **Proficient**

Considerable practical experience to assess, and respond to situations in an increasingly intuitive and flexible way. seeks guidance when making important decisions.

#### **Expertise**

Extensive practical experience, big picture understanding and an eye for relevant detail. Refines patterns, concepts and principles, deciding which principles are applicable.

# **ACTION SKILLS**

## **Digital Technologies**

Understands the purposes, and key features of common digital systems and tools, adapting some functions to improve personal efficiency;
Awareness of general design and new technologies with similar purposes;
Troubleshoots issues and knows when to ask others for assistance.

#### Communication

Maintains online connections with others using a variety of digital tools to interact, collaborate and create; Uses online forums, blogs, and social networking sites to connect and discuss work-related issues, following online etiquette.

#### Collaboration

Uses procedures when responding to familiar problems; Applies formal problem-solving processes breaking complex issues into manageable; Seeks feedback or advice; Considers the effectiveness of a solution when it does not achieve intended outcomes.

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# **ACTION SKILLS**

### **Problem Solving**

Understands the importance of secure information and privacy, takes personal responsibility for identifying and managing risk factors; Recognises issues about the transparency and accessibility of information; identifies benefits and drawbacks, and takes steps to achieve positive outcomes.

#### **Customer Focus**

Evaluates the effectiveness of decisions and solution in terms of how well they met stated goals; Seeks to improve a future response; Reflect on the effectiveness of a selected problem-solving process.

ARE YOU A
THINKER, A
PEOPLE PERSON,
OR AN
ACTION TAKER?