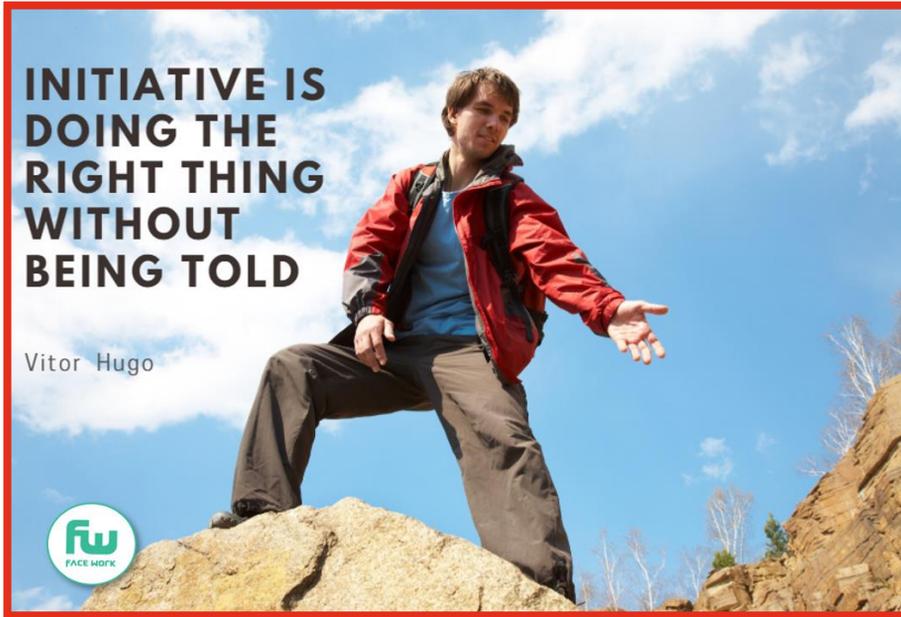


# FACEWORK SKILLS CHALLENGE



## TAKING INITIATIVE



*The power or opportunity to act or take charge before others do.*



### WHAT IS THIS SKILL?

Are you someone who spontaneously responds positively when you see a need? Or are you a person who other people look to when something has to be started? If so, you are probably someone who is good at taking initiative.

The term 'taking initiative' refers to starting a task or planning an action. For example if a boss was on holiday when staff ran out of materials, the person who ordered more supplies and ensured that operations could continue without being instructed would be someone who proves they use initiative and take responsibility to originate something and avoid a problem. **IS THAT PERSON YOU?**

In this Facework challenge we show you why this skill is so important in the workplace, especially in industries where there is constant change, fierce competition or a need to offer a very high level of personal service.

**Before you start, rate yourself on how good you think you are:**



**BEING ENTERPRISING**  
Rate yourself



1

Not great



2

Need help



3

OK



4

Improving



5

Mastering

Score

Taking initiative



=



**ARE YOU UP FOR THE CHALLENGE TO IMPROVE ?**





## WHY THIS SKILL IS VITAL FOR WORK

To understand why taking initiative is so important in the workplace, think of what the opposite to taking initiative is. Do you think you would be hired if you were someone who:

- Is always on your phone;
- Appears lazy or lethargic;
- Comes across as indifferent to needs;
- Appears to be bored at work;
- Is unresponsive to challenges;
- Always look tired at work;
- Only respond to tasks when promoted?

Employers can't use staff who just sit around and don't respond to any task without being told. They need staff who can take initiative.



## WHEN STAFF DON'T TAKE INITIATIVE ....

### CUSTOMERS STOP COMING BACK

When staff in a business don't take initiative, customers walk away. Increasingly customers are demanding good quality service and in a competitive environment, business which fail to look after or anticipate their customers' needs lose them.

### STAFF WHO DO USE INITIATIVE LEAVE

If a company doesn't encourage staff to take initiative, those who are naturally more ambitious will eventually take the initiative and apply to work in companies where their skills and attitudes are more highly valued. Even if this means going abroad to develop their career.

### COMPANIES STAGNATE AND LOSE MARKET SHARE

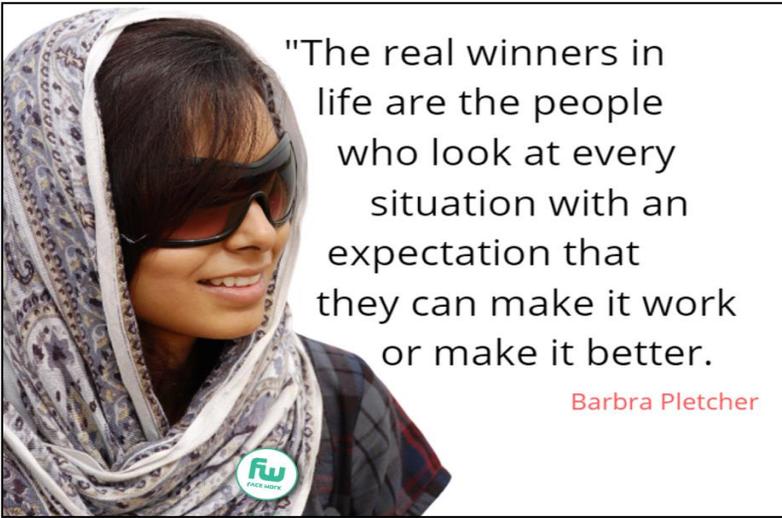
In a highly competitive and global marketplace companies which don't have staff who take initiative and risks, lose the opportunity to innovate and find new ways of anticipating changing customer demand, market trends. They become less competitive, are unable to reduce their costs or grow their customer base.





## HOW THIS SKILL IS RELEVANT TO MY PERSONAL LIFE

When you become good at taking initiative a whole range of positive opportunities open up to you in your personal life.



"The real winners in life are the people who look at every situation with an expectation that they can make it work or make it better.

Barbra Pletcher

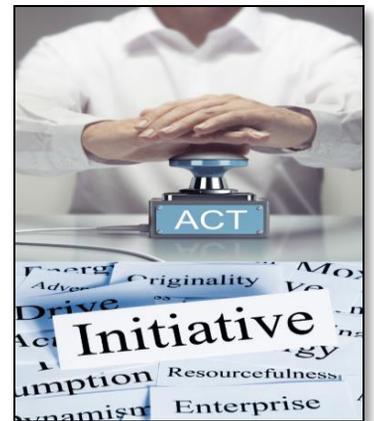
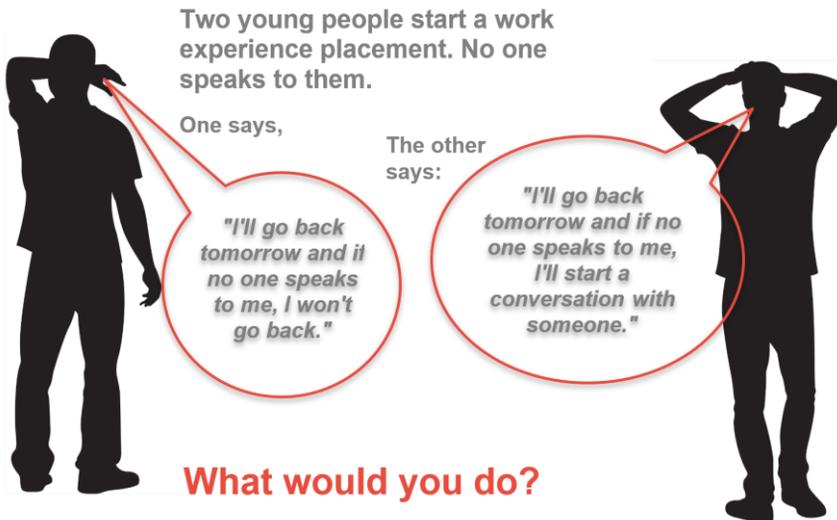
Who do you know who is good at starting something new?

What is it about them that makes them a self starter?

How do you think they became good at doing this?



### Show me an example of initiative



## Do you have and show initiative?

The good news is that initiative has very little to do with skills or education. It's more about having a positive spirit, a good attitude and an awareness about what is possible!

### Someone with initiative:

- Sees opportunity where others see barriers.
- Taps inner creativity to tackle problems without giving up.
- Goes the extra mile.
- Doesn't blame someone else but is motivated to improve things.
- Get things done on their own, often before others do. |

### Someone without initiative:

- Leaves unfinished projects.
- Assumes someone else will do it.
- Waits for a perfect time, which never comes.



## How can I master this skill?

### What holds us back from taking initiative ?



### What holds you back from taking initiative ?

#### **I don't know what to say or do?**

When you take initiative you have to come out of your 'comfort zone' One way to start is by simply start your intervention by asking a question. ***"So can I check, what you are saying is <this>. Have you thought a bout doing it this way?"***

#### **I've never been given the encouragement to take initiative.**

This may have shaped you in the past, but it doesn't have to define your future. You don't need permission to take initiative and you can start by doing so humbly. For example, ***"I'm not used to speaking up and giving my opinion, but can I make a suggestion..?"***

**I am concerned that I might look foolish or silly.** This is a natural feeling when you start out but practise will help you. The likelihood is that you won't look silly especially if you don't appear to be arrogant. One way to take the pressure off is to be a little self-deprecating for example. ***"I know this may sound a bit silly, and I may be wrong, but why don't we try doing it this way?"***

**I lack self-confidence to take the lead.** It can always be a bit intimidating to be the one to take initiative, but your confidence grows with feedback. One way to grow your confidence is to get some feedback from someone you trust. For example. ***"The other day when I made that suggestion, how do you think I came across? I was nervous but did it show?"***



# The Facework Skill Challenge



Identify three ways in which you take initiative when you are on social media. For example, do you:

- Post stories?
- Share other's posts?
- Like other comments?

Now think how you can use this experience and the skills of taking initiative on social media into the workplace?

I could:

- 1 .....
- 2 .....
- 3 .....

*Lots of companies need staff who are good and experienced at managing company social media channels. Could you take the initiative and talk to a manager about what you could offer ?*

Now rate yourself again on how good you think you are:



**BEING ENTERPRIISING**  
Rate yourself



1

Not great



2

Need help



3

OK



4

Improving



5

Mastering

Score



Taking initiative

=

## My Pledge:

The area I am going to take more initiative I, is .....

To help me do this I am going to tell .....and ask them to help

me step out of my 'comfort zone' and do this one action by ...../...../2020



Taking initiative means you have to make a choice between being a **proactive** or **reactive** person.



**Which one will you choose ?**