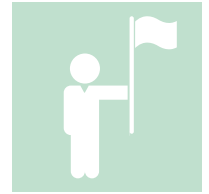


PROFESSIONAL SERVICE MANAGEMENT FRAMEWORK



Self-management and leadership

Core Competence Group	Self-management and leadership
<p>This category covers the ITSM professional's key personal qualities and abilities which allow them to lead others.</p>	

Core Competence	Coaching and performance management	
<p>Effective coaching and performance management allows a service management professional to develop a set of individuals into a high-performing team that is capable of delivering service management activities in support of business outcomes.</p>		
	As a Service Management Associate, you can...	As a Service Management Professional, you can...
Person Specification	<ul style="list-style-type: none"> • Describe your organisation's performance management process and your part in it. • Describe how you built your personal development plan. 	<ul style="list-style-type: none"> • Explain how you use your organisation's performance management process to monitor performance, support individual learning and development, and drive organisational effectiveness. • Describe a situation where you have provided personal coaching in order to help an individual with their development needs.