

Civil Service Judgement Test

Resources from Civil Service Learning

[Civil Service Learning](#) offers various courses and development opportunities that focus on the competencies covered by the Civil Service Judgement Test (CSJT).

You can combine your feedback from the CSJT with insights from your manager about your performance, as well as with feedback from people who know you and your own self-reflections, to help you focus on areas you could develop.

The following suggestions are made irrespective of your current grade, but you will need to decide how relevant they are for you, based on your review of the areas in which you need to develop.

Setting direction

Setting a clear and compelling direction for others to understand and want to deliver is essential for all civil servants. This competency cluster consists of seeing the bigger picture, changing and improving and making effective decisions.

Change agility	will help you look for opportunities during change whilst also managing anxieties during uncertain times, and will contribute towards your team becoming more agile
Engaging people with change	build momentum across teams so that people are motivated to deliver the new vision
Planning and implementing change	can help you to deliver change whilst taking people with you

To help understand the wider context and decision making:

Policy framing: problem structuring and analytical thinking	helps you define problems, present arguments effectively and swiftly, as well as helping you to be focused when assessing options and making decisions
Behavioural insights	will enable you to consider how people are currently behaving and to ask why. You can use those insights to consider how services or policies might be designed in a way which positively influences those behaviours

Engaging people

Engaging and empowering people so that they are motivated and performing highly is an important aspect of many roles. This competency cluster consists of leading and communicating, collaborating and partnering and building capability.

Managing reactions to change	will equip you to understand your team's reaction to change and address some of the resistance they might have
Giving feedback	can help you to determine what constructive feedback looks like and how best to deliver this, giving you the confidence to try what you have learnt with your colleagues
Conducting high quality conversations	can help you to develop skills such as being able to listen and ask questions which result in open discussion and meaningful outcomes

Introduction to communicating effectively	will enable you to have a better understanding of how to get people's attention and tips for how to get them on board if you are in a customer focussed role
Engaging effectively with customers	will enable you to apply the latest customer service principles, helping you to resolve customer service issues and support your customer throughout their journey
Delegation: achieving results through others	becoming a better delegator will enable you to grow your team's capability whilst also making best use of your time
Developing people	will help you work with your team to realise their full potential and increase capability
Building effective teams	will show you how to create the conditions within which all your team members can work to their maximum potential
Coaching skills for managers	can help you to pull someone towards a desired outcome rather than pushing them, remembering that people are more likely to support solutions they've helped to develop, rather than solutions they've had imposed on them

Delivering results

Delivering results means we can provide the best public services possible. This competency cluster consists of achieving commercial outcomes, delivering value for money, delivering at pace and managing a quality service.

Managing performance	will enable you to create an inclusive environment that encourages high performing individuals and teams
Objective setting	will enable you to agree objectives which are challenging but achievable. You'll appreciate how this can motivate and develop the individual and help them to contribute to a high performing team
Awareness of finance in government	will make you more aware of the government's budgetary cycle and processes and how these will affect your work
Commercial awareness	will enhance your commercial thinking and understanding of how effective policy outcomes drive out waste and maximises value for money. This is awareness level learning with further modules of commercial learning for more advanced development
Embracing digital to lead and innovate	by learning how we can improve our digital culture and identifying and implementing the latest innovations, business efficiency can be improved across the Civil Service
Working more digitally	will provide you with the basic level of awareness required to work more effectively in a digital environment
Introduction to project delivery	you'll learn about project lifecycles, as well as commonly used project delivery features and approaches
Identifying customers and stakeholders requirements	will enable you to understand how to identify both your customers and your stakeholders and produce better outcomes by proactively engaging with, and managing, these groups

You may also find it useful to work with a coach to help you to achieve a specific goal you may have or further unlock your potential. Coaches can be booked through the CSL website via the [coaching and mentoring database](#), or contact CSLCMF@cslearning.gov.uk for further information.