

INDIVIDUAL REPORT ON - “DEVELOPMENT OF A PLAN BY MEETING THE IDENTIFIED PERSONAL DEVELOPMENT NEEDS AND EXPECTATIONS OF INDIVIDUAL EMPLOYEES IN TESCO UK”.

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Introduction

The study aims to focus on the analysis of the development of the plan that is involved with the needs of personal development. The development areas are involved with HR trainees of Tesco. Through this, there is an analysis of the different areas of the working within the new project. There is a focus on the analysis of the different types of tools of performance appraisals that can make the proper areas of the development of the project. There is a focus on the analysis of the individual employees' needs that can make the different areas of success within the organization. The development of the PDP through the study is leading to meeting the needs as well as expectations of the employees within the organization. However, there is a focus on project development which is the major area for the improvement of the organization. The study is focused on the Tesco Steering Wheel Tool, a streamlined approach which is the major area for the performance development of the organization. Through this, the improvement of the organization is going to be analyzed within the study where different areas of the performance are evaluated.

a. Evaluation of development vehicles available to Tesco UK

Performance appraisal is the process to document and evaluate how effectively the staff is carrying out her or his job. This is a part of the performance management system of the organisation (Sheikh *et al.* 2019). Various tools and techniques organisations are using for performance appraisals. This includes forced distribution, essay evaluation, confidential reports, 360-degree feedback and many more (Agarwal, 2021).

Tesco UK is one of the biggest supermarket retailers in the UK. The organisation is considered a major multinational retailer, with 345,000 or more staff. Tesco UK aims to serve customers daily with sustainable, healthy and affordable food- to support them enjoy effective life quality and a simple way of living (Tesco, 2023).

The company offers performance appraisals to its employees using **the Tesco Steering Wheel tool**. The organisation communicates new strategies to their staff through this Steering Wheel tool. This tool is a simple metaphor and symbol for the tool intended to drive the performance. It is an old tool that Tesco UK used to set their strategic goals. The tool was popular for its circular shape, and it offered clear business direction. The

purpose of this tool was to outline the top strategic priorities of Tesco UK. This is supported by KPIs or key performance indicators which acted as the compass, to show whether Tesco was on track in achieving the goals or not (Sepahvand *et al.* 2020). This performance appraisal tool has concentrated on Tesco staff by interacting with the things that matter the most in an easy-to-read one-page framework. This was developed into various corporate goals, spread around 5 perspectives like customer, operations, people, community and finance. This tool was implemented to measure the performance right across Tesco UK, from the shop floors staffs to leaders in the head office (Mohamed and Hussien, 2023). Each store of Tesco had its Steering Wheels, effectively designed to support and engage the frontline staff in corporate goals. For Tesco, it is a great way to deliver what matters and improve the performance of Tesco UK. Even this tool also supports building achievement where everyone feels responsible for the performance. However, the Steering Wheel has been altered by another approach because it is highly complex and 40 major indicators create complexity. Therefore, to engage staff in a new project this performance appraisal tool may not be

suitable to determine or satisfy the development requirement of individual staff (Bernard Marr, 2021).

The steering Wheel is currently replaced by a **streamlined approach** that has 6 key indicators instead of 40. These 6 simple indicators are profit, sales, Tesco building trusted partnerships, operating cash flow, co-staff recommend Tesco as a major place to shop and work and also recommend Tesco and come again and again. Tesco eliminates total indicators drastically to develop major alignment and focus on the things that matter most (Dangol, 2021). This approach offers more focus and alignment. When Tesco provides more power to the co-staff to select the right actions, then they can do an effective job for the customers and effectively achieve major success for the business. The streamlined approach is borrowed from OKR or objective and key results approach. The purpose is to bring simplicity and entirely concentrate on things that matter the most. Therefore, for staff engagement in the new project of Tesco UK, this streamlined approach will be appropriate to satisfy and determine the development requirements of individual staff to meet organisational success. However, a streamlined approach has some major downsides. The major challenge Tesco UK can face

in their new project is to maintain communication throughout the firm (Massoud and Mahmoud, 2023). **Social comparison theory**, it is determined that this theory suggests that when the individuals judge their performance, then they tend to compare the work or themselves to those people around them. This thing entirely suggests that people are not that concerned about performance in the absolute sense, however, currently, these measures are up in the relation to authentic peers (Unegbu *et al.* 2022). Therefore, the performance appraisals are identified based on staff can improve their performance while faced with unfavourable comparative data. For example, goals like operating cash flow improvement can make proper sense to the broad, however low-level employees in Tesco cannot understand the way they may support influence or achieve the measure. In this case, Tesco management has to focus on these areas to effectively maintain staff engagement in their new project. It can be done by maintaining careful communication when Tesco needs to achieve engagement and buy-in rights across the organisation (ETS, 2023).

36-degree feedback is the method which offers the individual effective feedback from different sources including direct reports,

peers and managers. This allows every individual to effectively understand the way their performance as staff members, peers or employees is observed by the people they are working with. Even Tesco implements **360-degree feedback** as a performance measurement technique. Tesco UK has faced the challenge of embedding new leadership skills in terms of realising a new strategy and vision. The secondary research identifies that Tesco UK has conducted a business review because of the fast-changing retail landscape. This leads to a new core purpose, new strategy and also re-focused priorities of Tesco's business. Being clear about what Tesco wants to achieve is one thing, however, the supermarket retail recognises that the organisation requires the culture to deliver it effectively (Mahmoud *et al.* 2019). Tesco aims to foster a warmer culture where co-staff feel listened to, where every person understands the contribution to business success and is inspired by the manager. For this purpose, 360-degree feedback is a vital step for Tesco managers to effectively understand their development needs and strengths. Tesco UK implements a 360-degree feedback program for its simple design. The purpose is to feel the same as different materials people were using already about major leadership skills. Tesco UK also

implements this performance appraisal tool because it is simple to finish, fast to use and ensures the co-staff will ‘get it’. The summary report helps Tesco to offer their 360 participants a highly accessible and fast overview of their outcomes (Wulantika *et al.* 2023). For Tesco leaders, a simple 360 report supports them develop a major personal development plan. To develop the leadership population, 360-degree feedback helps to provide major values to Tesco. As per **feedback intervention theory** it is identified that while confronted with the discrepancy between what employees wish to achieve and the feedback received, the individuals are highly motivated to attain higher performance levels (Das *et al.* 2019). This theory is considered a hybrid theory, drawing from different behavioural theories to develop the picture of how various feedback types may be both negatively and positively received. The supermarket retailer Tesco asks co-staff to join in 360-degree feedback as the precursor to a training programme called ‘Leaders at Tesco’. It is designed to help directors and senior managers understand strengths and development requirements versus new leadership skills. The outcomes are supporting Tesco to increase self-awareness for the

managers and also plan effectively for sustainable behavioural change (Team, 2019).

Even for Tesco, 360 degrees prove to be an effective tool for different job levels. It includes high-potential staff for whom this is supporting highlight inform career communications and development needs. In Tesco, the programme called 'Inspiring Great Performance' focuses to re-frame performance management, with an emphasis on honest, constructive communications. This concentrates on what the individual employee has achieved and also the way these employees have achieved it (Jones *et al.* 2023). Even 360-degree tools have become important as an important measure of 'how' natural evolution has been. Because of this effectiveness, as an HR trainee, I think 360-degree feedback will be effective in a new project of Tesco to meet organisational and individual success both.

b. Professional development plan (PDP)

This is the ongoing process which drives an individual to improve knowledge, experience and skills. The purpose of this plan is to achieve personal or professional goals. PDP is the method to

focus on objectives into achievable steps, that support individuals to keep track of personal development. PDP mainly serves as the road map in terms of achieving the life goals of individuals. This is an effective strategy to improve life aspects- fitness, relationship or work goals- this is a required step toward success.

Development Objectives	Priority	Activities to be undertaken	Resources	Target Start Date	Target End Date	Evaluation
To develop the critical thinking skill	Critical ; thinking is the major area for the management of the	I will focus on developing the foresight and I will focus	Decision making , interpretation, analysis, explanation.	26.4.2023	29.10.2023	This is helpful for the different areas of the judgment in the organization

	organizational performance and this makes the long-term development of the organization.	on developing the critical thinking skills.				ation. The development of critical thinking skills is helpful for developing the decision in the organization.
To develop	I will focus	I will focus	Using the	25.4.2023	1.12.2023	Team perform

p the develo pment of the team workin g	on the develo pment of the positiv e mindse t. There is the focus on the develo pment of the adaptab ility skills.	on using the collabo ration tools that are helpful for engagi ng with the team. I will focus on cooper ating with the	collabo ration tools and focusin g on the virtual meetin g. Using innovat ion and self- awaren ess to achieve this area.			mance is leading to the develo pment of the differe nt team membe rs within the organiz ation. This is leading to the develo pment
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		team members that are important for achieving this skill.				of organizational efficiency.
To focus on the development of the organizing skills	I will focus on the proper areas of time management that is helpful for	I will focus on developing the workshops and there is the focus	I will use diary, notebooks as well as clock to enhancing the ability.	29.4.2023	12.12.2023	The development of the organizing skills will be helpful for managing

	managing the task.	on the development of the different areas of communication in the organization.				ing the expectations of the consumers within the organization. This is leading to the development of the results of the organizational
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SMART objectives

This is one which offers details for the way organisation or group can achieve the objective. This term has 5 steps 'specific', 'measurable', 'attainable', 'relevant' and 'time bound'.

Specific	Measurabl e	Attainable	Relevant	Time- bound
<i>To develop the consumer management services for the consumers of Tesco</i>	This will be measured comparing the real-time performances. On this note, the comparison	This will be achieved by developing communication with the consumers. On this note, there is the focus on the development	The developed objective is related to the development of the consumer insights	This goal is developed in seven months.

	n of the consumers engagement with the organization is helpful for the analysis of the development of the research study.	t of the team in the organization that can make the consumer engagement. There will be a focus on the development of trust and loyalty with the consumers.	within the organization. The development of the consumer s is related to the development of the organizational brand value.	
<i>To make the growth of the revenue</i>	There will be a focus on comparing the	This is achieved through the development of the total	The development of the revenue is an	This will be developed within eight

	performance with the previous and present situation. There will be a comparison of the management operations.	earning of the organization. The development of the revenue will be achieved through the proper development of the attention among the consumers.	important area to make the growth of the organizational value.	months.
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Conclusion

There is a focus on the development of the wheel tool of Teso which is an important area for the development of strategic

performances within the organization. There is a focus on the analysis of performance management that is considered with the various types of tools such as the Steering wheel, streamlined approach and many more. The study is leading to the management satisfaction that can lead to the development of the performances. Through this, there is the proper focus on staff engagement that is leading to competitive advantages for the organization. There is an analysis of the streamlining approach through project management that can make the performance of the organization. This is a crucial area for the competitive advantages of the organization. On this note, the personal development plan is the major area to make the personal areas of development within the organization. Considering this area SMART's objective is focused on the development of organizational development and this is referred to the development of the outline of the research study.

Recommendations

It is advised that Tesco utilize additional tools and strategies to learn about employee input and include others to better understand consumer demands. However, these tools and

procedures should be based on technology to be more reliable. In addition, the company needs to base all performance on the most recent technology. The business just concentrates on its success, but it is crucial to concentrate on the growth of each employee's potential. There is the importance of team meetings that is helpful for the development of the objectives of the organization. On this note, it is suggested that there is a focus on delegating the tasks. There should also be a focus on reviewing the progress of the project that can make the proper areas of development within the organization. However, there should be a focus on prioritizing the team members that can make the development of the organizational performance. Through this, there is the specific intervention of the strategies that can reduce the issues of the organization through the development of the project. Through this, it is important to make the availability of the resources that can help reach the organizational objectives.

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