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- MODULE: DEVELOPING AND MANAGING INDIVIDUALS AND TEAMS
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Presentation Plan

Company background

Importance of staffing

Selected position

Role breakdown

Candidate profile

Hiring stages

Staff training needs

Learning models

Improvement strategy

Final summary

Sources

Company Background



Tesco is a British grocery retailer.



Started in 1919.



Operates supermarkets and online delivery.



Serves millions of customers every week.



Focuses on value and convenience.

Why Good Hiring Matters



Stores are busy every day.



Customers expect fast service.



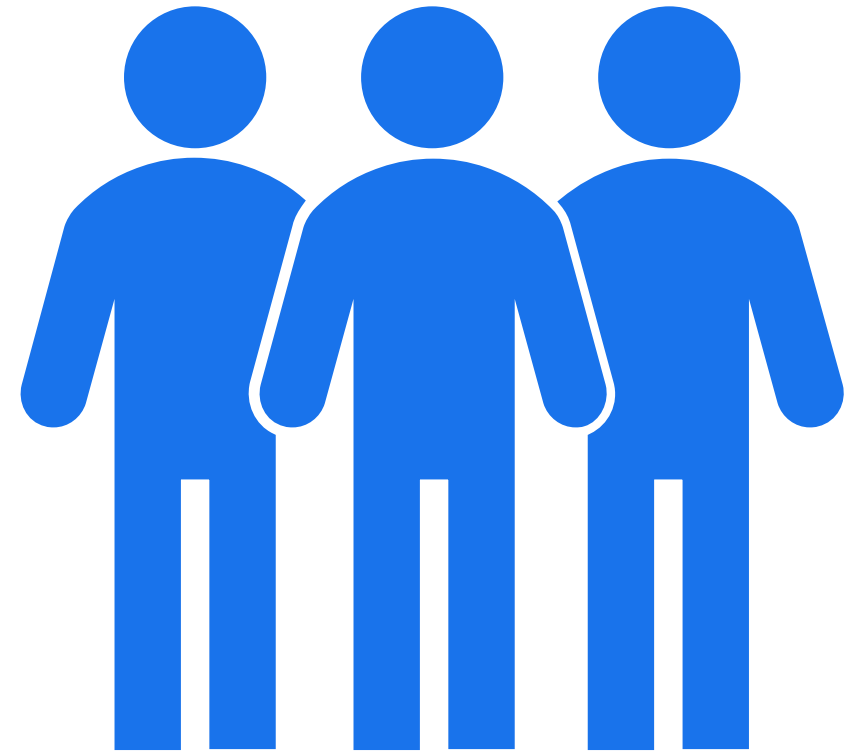
Staff must work under pressure.



Leadership helps avoid mistakes.

Selected Position

Shift Supervisor	Main tasks:
Guide team members during shifts	Check shelves and stock levels
Support customer service	Report issues to the manager



Role Breakdown

This step identifies:

- Daily activities
- Required abilities
- Level of responsibility
- Work conditions



Position Details



Position: Shift Supervisor



Responsible to: Store Manager



Duties include:



Coordinating employees



Managing shift tasks



Dealing with complaints



Following safety rules



Candidate Profile



Must have:



Strong communication



Decision-making ability



Confidence



Basic computer skills



Preferred:



Experience in retail



Leadership background



Hiring Stages at Tesco



Development Requirements



A new Shift Supervisor may need:



Leadership workshops



Conflict management training



Product and system training



Health & safety briefing



Learning Models



Behavioural Approach
(Skinner)



Learning through
repetition and rewards



Cognitive Approach
(Piaget)



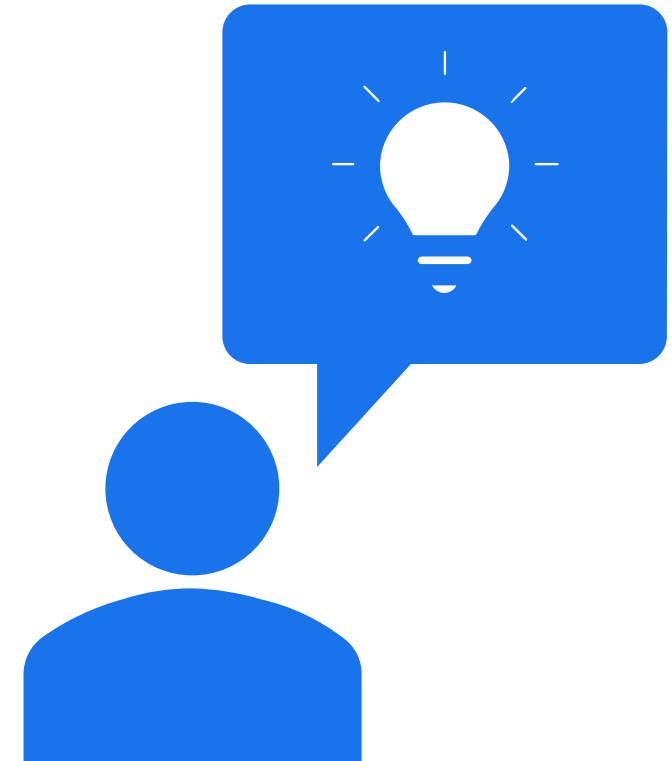
Learning by
understanding
information



Experiential Approach
(Kolb)



Learning through
doing and reflecting.



How Tesco Can Use These Models



Behavioural: Praise
good performance



Cognitive: Online
knowledge modules



Experiential: Real
shift practice with
mentor



Staff Improvement Plan



ON-THE-JOB COACHING



MONTHLY
PERFORMANCE
DISCUSSION



SKILL ASSESSMENT
EVERY 3 MONTHS

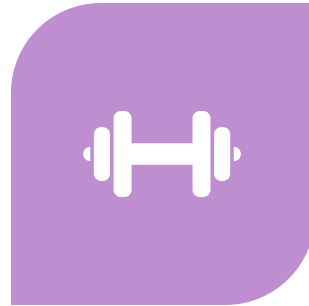


CLEAR CAREER
PROGRESSION PATH

Final Summary



EFFECTIVE HIRING
REDUCES RISK.



PROPER TRAINING
IMPROVES RESULTS.



LEARNING THEORIES
SUPPORT
DEVELOPMENT.



SKILLED SUPERVISORS
STRENGTHEN TESCO'S
SUCCESS.

Sources



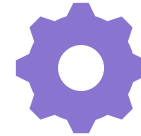
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