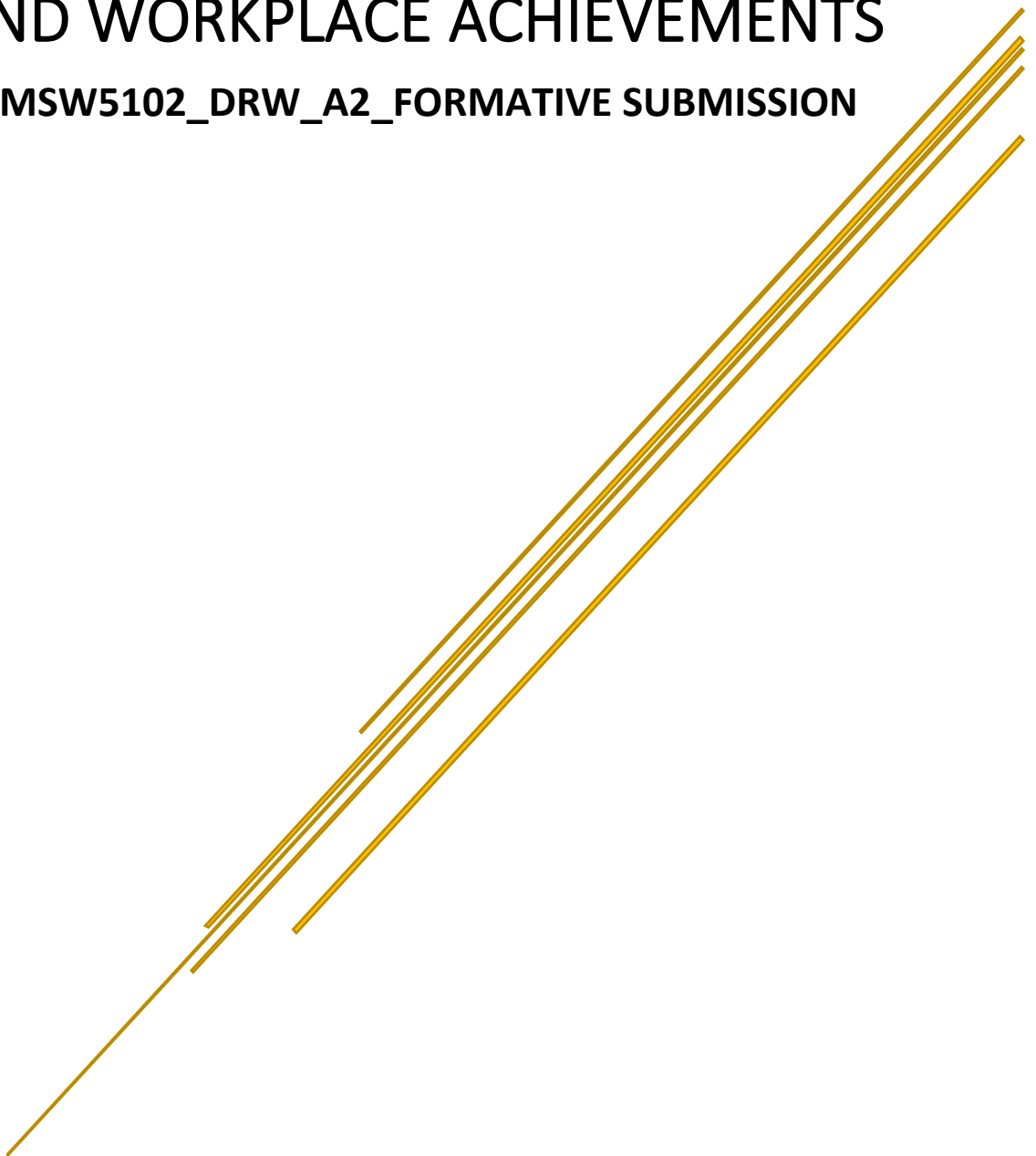




DEVELOPING RELATIONSHIPS AND WORKPLACE ACHIEVEMENTS

BMSW5102_DRW_A2_FORMATIVE SUBMISSION



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INTRODUCTION

This report is elicited from my workplace, where I have been committed in the past twelve years. The company's name is Eurostar. They are a high-speed train that directly links the UK to Europe via the channel tunnel. They have been providing their services to passengers since nineteen ninety-four.

Eurostar's aim is to help their customers with everything from making a booking and answering questions to aftersales and guidance on travelling with them. They manage around three thousand calls and five hundred emails and letters a day.

In addition, they take pride in keeping their trains safe, reliable and clean for passengers.

As a result, the HR department has a very vital role to play. With that being said, I will demonstrate by using the techniques and tools learnt in class.

The caring and connected ethos that Eurostar possesses, is at the heart of Eurostar by enhancing employee development, which is a driving force behind the company's

The company has implemented Kallidus, an innovative cloud-based system design to empower managers, engage with staff and minimise long reviews. This system keeps Eurostar at the forefront of technology.

They are able to communicate much clearer, about objectives while managers track the staff progress on a monthly basis. As a result, using this software managers are able to find key information far more quickly using this software.

Subsequently, while Eurostar promotes the human resources cycle, enhancing cohesiveness, I discovered that there are several occupational personality types.

Eurostar uses the Human needs hierarchy, while using the people capability model to enhance inclusion and work ethics. To add, while I may be thinking critically, it is safe to say that Eurostar within its capacity and various background and culture, that they may be using the HRM model adopted from Fombrun and are also using Hollands which I am to elaborate on my report.

There are some realistic, enterprising, investigative, conventional, artistic and social staff.

