

# Development plan

|                                  |                       |                           |          |
|----------------------------------|-----------------------|---------------------------|----------|
| <b>NAME:</b>                     | Lauren Davies         | <b>MEMBERSHIP NUMBER:</b> |          |
| <b>COVERING THE PERIOD FROM:</b> | October/November 2018 | <b>TO:</b>                | May 2020 |

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## Planned outcome

Where do I want to be by the end of this period? What do I want to be doing? (This may be evolutionary or “more of the same”.)

| What do I want/need to learn?                         | What will I do to achieve this?                                                          | What resources or support will I need?                                                                  | What will my success criteria be?                                                         | Target dates for review and completion                 |
|-------------------------------------------------------|------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|--------------------------------------------------------|
| Employment Law                                        | Attend an employment law course                                                          | I will need the relevant paperwork to be able to attend the course.                                     | To have a better understanding of employment law                                          | Attended Employment Law 15 <sup>th</sup> November 2018 |
| To complete my CIPD in order to progress in my career | Complete my CIPD in college                                                              | I will need support from my manager and family in order for me to have time to complete my assignments. | To graduate with my CIPD                                                                  | MAY 2020                                               |
| Attend immigration training                           | Attend an immigration training session to widen my knowledge on the immigration process. | Time to attend the course and the relevant documents.                                                   | TO have a better understanding of immigration for Doctors.                                | December 2018                                          |
| Organisational development                            | Meet with services managers to rise my profile and get them to understand my role        | Ill meet with my manager to discuss and opportunity to meet with managers                               | To see the bigger picture within the organisation and for managers to understand my role. | March 2019                                             |

|                                                                                                                           |                                                                                                                              |                                                                                                                                                                             |                                                                                                                                                                                                                                            |               |
|---------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| Service Delivery & Information – gain deeper insight into customer need or problem by questioning and exploring concerns. | To shadow my senior colleagues and to take on more complex queries.                                                          | Support of my manager/colleagues Shadowing                                                                                                                                  | To get feedback from managers and colleagues.                                                                                                                                                                                              | April 2019    |
| Keep up to date with legislation and local policies                                                                       | To read all new information that comes through the department                                                                | The relevant paperwork                                                                                                                                                      | To understand all new policies                                                                                                                                                                                                             | March 2019    |
| To understand performance levels within my organisation                                                                   | To manage performance levels                                                                                                 | Support from Welsh Government targets and my managers                                                                                                                       | To gauge performance levels within my department                                                                                                                                                                                           | June 2019     |
| To support organisational change within my directorate                                                                    | Support my manager and colleagues through the change                                                                         | The support of my colleagues                                                                                                                                                | To support my manager through the change process by advising and supporting.<br><br>To advise my team on any information they may need through the change process.<br><br>To support and coach the individuals through the change process. | October 2019  |
| To understand why employee engagement has fallen within my department                                                     | To gain information from within my team by conducting a survey                                                               | By sending engagement survey's out to my team                                                                                                                               | To get to the bottom of why employee engagement has fallen                                                                                                                                                                                 | January 2020  |
| To present my Referral to Treatment time report to Welsh Government                                                       | To make sure that my presentation is as up to date as possible with all the right figures                                    | Support of my managers and colleagues to finalize documents                                                                                                                 | To present my findings to the highest standard                                                                                                                                                                                             | February 2020 |
| To be able to support talent planning within my organisation                                                              | I will link in with the recruitment team to insure that talent planning is brought into the organisations recruitment policy | I will need the support of the organisations recruitment team and senior managers within the organisation to be able to get talent planning added to the recruitment policy | To be able to explain to managers the important of talent planning                                                                                                                                                                         | May 2020      |

# Development record

|                                  |                       |                           |          |
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| Key dates  | What did you do?                      | Why?                                      | What did you learn from this?                                                                                                              | How have/will you use this?<br>Any further action?                                                                                                                                                                                                                                                    |
|------------|---------------------------------------|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 15/11/2018 | Attended an employment law conference | To further my knowledge on employment law | The basic principles of employment law including contract extensions, Whistle blowing claims, working time law and issues relating to pay. | I have already been able to use my experience from my employment law course as I have recently changed jobs and am now managing medical staff and deal with issues relating to pay and working time law and contract extensions<br>I would like to extend my knowledge by attending an update course. |

|            |                                                                                   |                                                                                           |                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                             |
|------------|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 15/12/2018 | Attend an immigration training session with Border control UK                     | To widen my knowledge on the immigration process                                          | From the training delivered my boarder control UK I learnt how to identify a fake passport and driving licence                                                                                                                                                                                        | While working in Medical Workforce I was able to use my knowledge well during identify checks with new doctors. However since I have changed jobs and moved into Service management I have not used my immigration training.                                                                |
| 01/03/2019 | Meet with services managers to rise my profile and get them to understand my role | To see the bigger picture within the organisation and for managers to understand my role. | I learnt the functions of the service and how the management team work. I also found out that they knew very little about my job role and what I actually did to support them.                                                                                                                        | Since meeting with the service teams back in March 2019 I had a good understanding of the job role and what is involved in running a service and saw another side to the organisation. By meeting with service managers to rise my profile I was then able to get a job within the service. |
| 01/04/2019 | To shadow my senior colleagues                                                    | To take on more complex queries.                                                          | Unfortunately I was unable to carry out this part of my development plan as I moved jobs from Medical workforce into the service management team. However during my first few weeks in the service I shadowed my new senior manager in order to learn the new skills I needed to take up my position. | Having been in my new position for just over a year I have found shadowing my new senior manager very useful as I have picked up new ways to manage people                                                                                                                                  |

|            |                                                                   |                                                                                                               |                                                                                                                                                                                                                 |                                                                                                                                                                                                  |
|------------|-------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10/03/2019 | To read all new policies and legislations within the organisation | Keep up to date with legislation and local policies                                                           | From keeping myself up to date with all the new policies within the organisation I have been able to make sure that I am aware of any updates and am ready to advise employees or managers on any queries.      | I have used the organisations policies and legislations when queries have arisen within the department from the medical team.                                                                    |
| 15/06/2019 | To understand performance levels within my organisation           | To be able to measure my departments performance against the welsh governments targets for the financial year | By looking into my departments performance levels against the targets that the welsh government set I could see that even though we meet our yearly performance levels we do not meet out monthly target levels | I have used the information that I have found out about not meeting our monthly targets to improve our monthly target numbers.                                                                   |
| 10/10/2019 | To support organisational change with in my directorate           | To support my manager through organisational change within the directorate                                    | How to support my manager through the change process.<br>How to advise employees through the change process.<br>How to support the organisation through organisational change                                   | I will use my experience with managing change to improve my management skills the next time I support with organisational change.<br>I would like to have further training in change management. |

|            |                                                                     |                                                                                           |                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                   |
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| 23/02/2020 | To present my Referral to Treatment time report to Welsh Government | To show Welsh Government how we have improved our referral to treatment time waiting list | I learnt how to put a presentation together for a professional audience                                                                                                                                                                                                | I will use my presentation and feedback from welsh government to deliver internal training to other service managers                                                                                                                              |
| 27/05/2020 | To complete my CIPD                                                 | To progress in my career within the NHS                                                   | From starting my CIPD in September 2018 I have gained a whole wealth of knowledge in relation to HR for example employment law, employee engagement, The process of organisational change, Performance management all skills which I can take through my whole career. | Having left HR I have still been able to use my knowledge that I have gained through within the service and would like to further my knowledge in employment law and change management as I think that they are most relevant within the service. |

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