

Qualification: CIPD Diploma in Applied Human Resources

Module Name: Developing Professional Practice in Human Resources

Developing Professional Practice in Human Resources

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Development Plan

Development Record

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CIPD Membership Number: 5665681X

By signing below, I confirm that the work/evidence presented is my own, unaided work. I understand the regulations pertaining to candidate malpractice and the action that may be taken as a result.

Signed:

A small, square image showing a handwritten signature in blue ink. The signature is stylized and appears to be 'CR' or similar initials.

Date: 27 February 2022

A personal development plan (PDP) can be used to plan career progression and organise the actions needed to gain a new skill/s for an individual's own self-improvement (Reed 2015). I will be undertaking a self-assessment against the CIPD 2013 Profession Map at Band 2 and CIPD 2018 Profession Map at Associate level. It is important to be continually improving my skills and knowledge to be the best People Professional I can. The CIPD state that CPD (Continuing Professional Development) is a combination of approaches, ideas and techniques that help individuals manage their own learning and growth. This has a range of benefits to both employees and the employer including:

- High and consistent standards across the company
- Greater workforce engagement
- Maximises staff potential.
- Improved staff morale.
- Enhanced staff commitment (Educare 2017).
- CIPD require continual engagement with CPD.

Personally, I believe that I have performed well against my Development Plan, I have analysed each development aim on the Development Plan below. I have learnt a huge amount thanks to a substantial amount of learning which has been completed through online resources, courses and on-the job support from my colleagues. I continue to find this useful in my role and are often putting my newly found knowledge and skills into practice.

However, there are a number of aims that I failed to complete due to organisational pressures and an increased workload. I have revaluated the target dates for each of these aims and set more realistic dates for these to be achieved by. I think that I did overcommit when creating this Development Plan and failed to consider both my work and study commitments, going forwards I will be more mindful of this to ensure my plan is accurate and achievable. I will meet these additional needs using the resources/support listed for each aim. I still need to work on these aims to continue to improve my skills, knowledge and experience.

"We do not learn from experience.... We learn from reflecting on experience" (Dewey J 1910). This is a vital part of all learning processes as it gives individuals the chance to critically analyse their own performance to improve future practice. This is important as reflective practice enhances self-awareness, adjusts perspective, and supports decision making (LukesHRblog 2017). To undertake a systematic approach to reflection, I utilised Gibbs Reflective cycle. I chose to use this cyclical model of reflection as it lends itself to repeated experiences which allowed me to plan, learn, consider feelings/thoughts, and create an action plan for continuous development (The University of Edinburgh 2020). I found this helped me break my development plan down, make sense of the situation/aims and understand what I did well and where I could do better in the future. This method allows me to pay particular attention to the thoughts and feelings that each experience created (Mindtools).

What have I learnt from undertaking this course?

Now I am nearing the end of my CIPD Level 5 Diploma in Applied HR, upon reflection I have really enjoyed completing this course. Personally, I feel increasingly confident in my day to day work due to the wealth of skills and knowledge I have developed throughout the last two years. This has underpinned my practical knowledge and helped me put the new skills/knowledge into practice. Personally, my favourite modules have been the Employment Law, Management of Employment Relations and Coaching and Mentoring assignments. I believe this qualification has contributed to my progression within People Services at Bluestone, in the last year I have progressed from People Services Assistant to Learning and Development Coordinator.

My future plan is to continue learning and progressing in the People Services department at Bluestone. I am really enjoying my role as Learning and Development Coordinator and the positive impact this makes across the organisation.

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Development plan

NAME:	Carys Ratcliffe	MEMBERSHIP NUMBER:	5665681X
COVERING THE PERIOD FROM:	21/10/2020	TO:	01/03/2022

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	Evidence of Achievement/Reflection
2013 CIPD PROFESSION MAP					
<u>Insights, Strategy and Solutions-</u> Developing my understanding of my organisation and its context and using these insights to develop strategies and solutions which meets the need of the business both in the short and long term.	Review both recent CIPD survey results and organisational reports such as Learning and Development Surveys and Employee Outlook and identify any trends or risks which would impact our organisation.	CIPD results and reports	To be able to use insights from data and HR practice to spot trends and risks for the organisation.	November 2021	Reading all this information was very time consuming and overwhelming, to overcome this I planned my time and broke the large amount of information down into sections. This allowed me to write detailed notes, summarising the contents of the documents. I achieved this aim by the target date. Personally, I feel that reading this information has made me more aware of less published trends/risks which may affect the organisation.
		Organisation results and reports.			
	Talk to Jess and Stuart who are responsible for writing	Support from either/both Jess and Stuart.	I will write detailed notes.	~~January/February 2022~~ New review date April 2022.	I have not managed to achieve this objective yet due to organisational

	project and financial reports and ask them for advice and their approach. Then identify what key skills/experience I am missing.	Past project and financial reports to gain knowledge and further understanding of our organisation's approach.			pressures and an increased workload. Therefore, I will aim to complete this objective by April 2022.
	Undertake some online research on the principles of business and HR metrics and how they can be used to benefit the organisation.	I will need online reports based on business principles and the benefits of HR metrics.	To have the ability to collect and analyse data and metrics and use this information to provide reports when called upon.	February 2021	By undertaking online research on the principles of business, HR metrics and how they can be used to benefit the organisation, I have found that my knowledge has improved. I now have the understanding and ability to collect and analyse data/metrics and use this information to provide reports when requested. Currently, I am responsible for providing HR metrics regarding absence rate, training completion rate and retention.
	Understand the current company structure regarding COVID & Furlough.	Support from the whole People Services Team (HR and Health and Safety).	To understand in detail the current company COVID policies and procedures. This ensures that I can communicate accurate information to employees.	Constant. COVID rules and regulations are constantly changing.	As a team, we have regular catch ups regarding the implications that COVID-19, subsequent lockdowns and rules are having on the business and the way we work. I have been responsible for implementing COVID policies/procedures and communicating these to the wider organisation. When new rules/regulations are issued by the Welsh Government, I feel overwhelmed about the volume of information and constant updates needed to the rules/policies/procedures. However, working as a team to understand these and how we will implement them in our

					organisation makes understanding the ever-changing rules and regulations easier.
<u>Organisation Development</u> Develop my knowledge and experience of a systems-based approach to aligning strategy, culture, people, and processes allowing it to run as effectively as possible to achieve the desired goals.	To identify change management tools.	Access to relevant websites, academic books, and journals.	Improved knowledge.	October 2021	Although my understanding of different change management tools has increased through experience gained in work, knowledge gained through my CIPD qualification and additional reading, I could further this knowledge by beginning to use diagnostic tools and frameworks. Examples of diagnostic tools/frameworks I could use are assessment tools, diagnostics, and engagement surveys.
	Complete further Reach training to increase knowledge. This new system has decreased recruitment costs across our organisation, simplified the process and made it completely paperless- aligning with organisational strategy.	One to one training and support from Carla.	The ability to use this system on a day-to-day basis with increased confidence.	October 2020.	Met with Carla as planned today and completed my Reach training. This is our new system for onboarding. Thanks to the training and day-to-day usage of the system, I have an increased confidence of the system and what to do when issues arise. Although this is a complex system, I feel that the training simplified this and I no longer feel overwhelmed by it.
	Complete CRM training.	One to one training and support from Mel.	Increased confidence in the CRM system.	October 2020.	Met with Mel as planned and completed some CRM training. I have gained a better understanding of CRM and how this fits into my role. I am now confident in using CRM daily and how this fits into my role. I am also now aware what to do if issues arise.
		Additional information, a step-by-step guide and FAQs are also available via ToolBox Talks.			

	Updating all policies to ensure they fall in line with Government guidelines and guidance. This ensures that the organisation's strategy and people are aligned and can run effectively.	Support from Debbie and Redkite Solicitors is needed.	Ensuring all policies are up to date with the correct information and guidance for employees which falls in line with Government guidance and guidelines.	December 2020.	Although this task was overwhelming to begin with due to the number of policies which needed updating, once I had worked with Redkite Solicitors I gained a deeper understanding of what needed to be updated and have began working through the policies.
	Support one of Bluestone's environmental organisational objectives which is to go paperless.	IT support! Time	For all paper employee files to be transferred to electronic files.	~~February 2021.~~	I underestimated the magnitude of this task, didn't realise how daunting it would be- therefore and have failed to complete this by today (February 2021). This will remain on my plan and prior until it is completed to ensure the People Services department falls in line with Bluestone's environmental objectives.
			All new employee files to be completed and stored electronically. Ensure this falls inline with GDPR/Confidentiality.	Continuous	
	Complete absence management reports bi-weekly, note any correlations, predict future trends (how these may impact the business) and communicate to the relevant senior managers and HODs.	Absence data	To accurately report on staffing levels across the organisation.	Bi-weekly.	I really enjoy completing this task once every two weeks as I find monitoring absences and predicting future absences/trends interesting and working to prevent the impact that this will have on both the business and our guests.
		Access to IT/Excel, PowerPoint etc.	Use the data to note any correlations and predict future absences and communicate how these may affect the business (COVID/Isolation periods).		
	Increase knowledge of HRM.	Read textbooks and academic articles found online.	To increase my knowledge	January 2021	My knowledge of HRM is constantly expanding and increasing. When I reflect upon my career so far in People Services and this qualification, I can see how far I have come and how much my knowledge has increased. However, I acknowledge that you can always learn more so I will continue to read textbooks and academic articles.

	Keep up to date with current COVID-19 restrictions in both England and Wales.	Read online news reports, CIPD updates and Government briefings regularly to keep up to date with both COVID-19 restrictions and the furlough scheme.	Ensure that my knowledge is up-to-date, and this is maintained. This ensures that HR policies are relevant, correct, reviewed regularly, and updated when needed.	Constant. Regulations are constantly changing, so I need to keep up to date with the COVID restrictions and how they affect our business.	When new rules/regulations are issued by the Welsh Government, I feel overwhelmed about the volume of information and constant updates needed to the rules/policies/procedures. However, working as a team to understand these and how we will implement them in our organisation makes understanding the ever-changing rules and regulations easier.
<u>Role Model</u> Have the confidence to lead by example.	Dealing with personal data and information in a professional manner and in line with relevant legislation.	Undertake reading and research and attend a CIPD course or conference to further my knowledge.	Ensure in-depth knowledge of Data Protection Act.	June 2021	I haven't fully been able to complete this objective by July 2021 as I haven't completed a CIPD course/conference on this subject yet. However, I have completed reading on this and therefore have improved my knowledge on the topic. Additionally, I have attended a digital literacy qualification as part of this course which also covers this topic.
		Review HR processes to ensure that all sensitive data is managed in accordance with the Data Protection Act.	If any areas of non-compliance are identified, discuss these with my manager.	October 2021	After I had undertaken reading on Data Protection, I began to review our HR processes to ensure we are in accordance with the Data Protection Act. Although, I didn't find any areas of non-compliance, it was a good exercise to complete to ensure we are in accordance with the DPA and best practice.
<u>Courage to challenge</u> Have the confidence to speak up skilfully and challenge others, even when confronted	Improve knowledge and confidence of decision-making models.	I will do this through use of the internet, textbooks, and podcasts.	Increased knowledge which I can apply to my work. Hopefully also increasing confidence!	September 2021	I used podcasts, textbooks, and the internet to improve my knowledge of decision-making models. Some examples of models I furthered my knowledge of are the Vroom-Yetton

with resistance or unfamiliar circumstances.					Decision-Making Model and Intuitive decision-making model.
	I will complete a self-assessment of negotiating skills.	To do this, I need to source a negotiating skills questionnaire.	My success criteria will be a completed questionnaire, with notes and the ability to apply feedback/questionnaire results in practice. Improved confidence when dealing with resistance will also demonstrate this has been achieved.	~~April 2021~~ New review date is Summer 2022.	I have not managed to achieve this objective yet due to organisational pressures and an increased workload. Therefore, I will aim to complete this objective by Summer 2022.
<u>Skilled influencer</u> Demonstrate the ability to influence others and gain support and commitment of stakeholders needed to achieve the organisation's goals	To undertake psychometric test to understand my influencing style and how best to influence colleagues.	To do this, I need a psychometric test and access to IT.	Complete the test and receive results.	~~May 2021~~ New review date is December 2022.	I have not managed to achieve this objective yet due to organisational pressures and an increased workload. Therefore, I will aim to complete this objective by December 2022.
			Reflect upon results and understand my influencing style and how best to use this.		
			Discuss the outcomes with management/colleagues.		
	Complete the self-assessment on using the CIPD new profession map on the CIPD website.	Access to the CIPD website.	Completion of the self-assessment with development outcomes recorded in development plan.	Review once I have completed CIPD Level 5 in March 2022.	Please see below.
2018 CIPD PROFESSION MAP					
<u>Culture and Behaviour</u>	Read the CIPD's factsheet on engagement and motivation.	Access to the CIPD website.	An improved understanding of engagement and motivation.	July 2021	I read both the factsheet and topic page on these topics and found them

Understanding and influencing organisational systems and human behaviour is integral to developing a positive culture and healthy work environment.	Read the CIPD's topic page on culture and working environment.	Access to the CIPD website.	Success will be once I have read and understood the CIPD's topic page.	July 2021	very beneficial to my role. There is a huge amount of information on these topics, to break this down I read through each section slowly & took notes. I find this method helps me retain information. I will also have these notes to refer to when needed.
			I will also evaluate how effectively my organisation develops a positive working culture and environment.	July 2021	Having evaluated my organisation's working culture/environment, although we strive to achieve this, the reality is different. The findings of our annual employee survey are evidence of this. One example is we strive to promote communication, but the results of the survey show that our employees don't feel like we communicate with them/use the right channels to do this. Change is needed so we can work towards achieving a positive working environment/culture.
	Read the CIPD's topic page on developing people.	Access to the CIPD website.	Once I have read the CIPD's topic page and began to integrate what I have learnt into my own professional practice.	July 2021	There is a huge amount of information on this topic page, breaking it down into sections and working through it slowly made this less overwhelming. This topic page covered a wide range of topics, but I found it most useful as it provides information on developing L&D interventions to fill gaps and evaluate the outcomes. There are also a wide range of resources for developing and delivering effective L&D programmes.

<u>Change</u> People professionals drive change for the good of the organisation and its people.	Read the CIPD's factsheet on change management to further my knowledge regarding how to manage, enable and support change.	Access to the CIPD website. Time!	Create a journey map to make improvements.	September 2021	Reading this factsheet was beneficial to both my studies and work. I then created a journey map based on an employee's journey and used data/information gathered from speaking to new employees to implement changes and make improvements. Some ideas/methods to do this were gathered from the CIPD factsheet.
	Seek an opportunity to support an organisational change project to gain knowledge and experience.	Support from management. Time!	Success will look like an area of the organisation which has been improved through a change project which I take lead of.	~~January 2022~~ Achieved this objective in November/December 2021.	I achieved this objective by delivering a change project which focused on improving organisational communication. I really enjoyed leading this project as it improved my knowledge, communication, leadership, and time management skills! This has been met positively across the organisation. Further information regarding this change can be found in the Contributing to the Management of Change assignment.
<u>Passion for learning</u> Commitment to ongoing development is a core element of professionalism as it encourages own and others professional development.	Complete the CIPD's online course on passion for learning to develop this behaviour and support my professional development.	Access to the CIPD website. Time!	An improved knowledge to increase my passion and develop my behaviours.	November 2021	I found this course beneficial as I feel that my knowledge has improved, along with my behaviours and subsequently passion for the topic has also increased. I will continue to ensure that CIPD online courses form part of my PDP as I find them useful and beneficial to my role.
	Complete the CIPD's online course on professional courage and influence to develop this behaviour to achieve positive outcomes.	Access to the CIPD website. Time!	Improved knowledge. The ability to put this into practice and develop my behaviours.	April 2021	Upon reflection, I found this course very beneficial as my knowledge and confidence has improved following completion. In work, I notice that I can

					put this knowledge and behaviours into practice.
	Watch the video 'Science of Persuasion' by Cialdini and Martin.	Access to technology. Time!	An improved understanding of the principles that underpin influencing.	~~November 2021~~ New review date summer 2022.	I have not managed to achieve this objective yet due to organisational pressures and an increased workload. Therefore, I will aim to complete this objective by summer 2022.
	Read the book 'Effective HR Communication: A Framework for Communicating HR Programmes with Impact' by Debra Covey.	Time! Access to the book 'Effective HR Communication: A Framework for Communicating HR Programmes with Impact' by Debra Covey.	An improved knowledge of how to develop a communications campaign as a people professional.	~~March 2022~~ New review date April 2022.	I have not managed to achieve this objective yet due to organisational pressures and an increased workload. Therefore, I will aim to complete this objective by April 2022.
<u>Learning and Development</u> This involves creating the right culture and environment for individuals and organisations to learn and grow. It involves knowing the current and future capability needs of an organisation, how to create a learning culture that drives engagement in ongoing professional development.	Share my experiences of your own professional development journey with colleagues, providing advice and tips for success.	A suitable avenue to share my experiences of professional development. Use this to provide advice/tips for all employees.	I will achieve this objective once I have shared my experiences of professional development. This will hopefully encourage others to focus on their professional development and participate in L&D opportunities.	~~February 2022~~ New review date April 2022.	I have not managed to achieve this objective yet due to organisational pressures and an increased workload. Therefore, I will aim to complete this objective by April 2022.
	Review the CIPD's factsheet on how to identify learning and development needs.	Access to the CIPD website. Time!	Improved knowledge of learning and development needs and how to identify these.	~~November 2021~~ Completed objective in January 2022.	I was recently promoted to Learning and Development Coordinator. I read this factsheet as part of my training for this new role. I found it very informative and beneficial.
	Complete the CIPD's course on coaching.	Access to the CIPD website/technology to be able to complete this!	Improved knowledge.	~~January 2022~~ New review date April 2022.	I have not managed to achieve this objective yet due to organisational pressures and an increased workload. Therefore, I will aim to complete this objective by April 2022.

	Read the CIPD's factsheet on learning and development evolving practice.	Access to the CIPD website. Time!	An improved knowledge and understanding of evolving L&D practices.	February 2022	I found this factsheet overwhelming as it was lengthy and covered an awful lot of information. However, for my new role the factsheet was very beneficial as it covered the shifts in L&D, using this I can audit our current performance- consider gaps, progress, actions, and priorities and make changes where/when needed.
	Be part of the design and delivery of a learning activity in your organisation to learn about the different methods and approaches.	Support from management to ensure this is possible.	This objective will be achieved if I design and deliver a learning activity. This will give me improved knowledge and understanding of different delivery methods/approaches to L&D.	~~March 2022~~ Achieved this objective in January 2022.	My role means that I have achieved this objective before the target date. Although I found this role daunting at first as I have never done anything like this, breaking the role down into this PDP has helped make this less overwhelming! I have both designed and delivered multiple learning activities and find that I am constantly learning about new/different L&D methods and approaches.

Development record

NAME:	Carys Ratcliffe	MEMBERSHIP NUMBER:	5665681X
COVERING THE PERIOD FROM:	21/10/2020	TO:	01/03/2022

Key dates	What did you do?	Why?	What did you learn from this?	How have/will you use this? Any further action?
March 2020- Current	Participate in meetings following each COVID-19 briefing.	This allows us to understand the implications that COVID-19, subsequent lockdowns, and rules are having on the business and the way we work.	I have learnt the substantial impact which COVID and the rules announced in each briefing has on our organisation. I have learnt how to implement these announcements into our policies and procedures and how to communicate this to the wider business. Improved team skills as several departments (Comms/HR/H&S and HODs) needed to work together to understand the briefings and how we can implement them in our organisation.	I have implemented COVID-19 policies and procedures and updated these following each briefing in a timely manner. I have updated all employees via Engage4 after each briefing, informing them of any changes which will affect them in a timely manner. Continue to update employees after each briefing as we move back to a new normal with minimal restrictions.
October 2020- Current	Read up to date employment law information on a regular basis.	To increase my knowledge on employment law and ensure that I	Information which could impact my organisation.	Every day in my role!

		keep up to date with any changes/updates.	Improved awareness of best practice and any changes which need to be implemented.	Further action is to keep reading employment law information to ensure any changes are implemented in a timely manner.
October 2020	Completed Reach training.	To increase my knowledge.	I learnt more information about our new recruitment platform. Increased knowledge and confidence of the system.	I now use this recruitment platform every day in my role and will continue to do so! My knowledge is improving each day.
October 2020	CRM Training.	To increase my knowledge and improve confidence.	I have gained a better understanding of CRM and how this fits into my role. I am now confident in using CRM daily. I am also now aware what to do if issues arise.	I use this system daily in my role and my confidence has improved thanks to this training. To continue to use this system daily to capture information from across resort.
December 2020	Policy review.	To ensure all policies are up to date with the correct information and guidance for employees which falls inline with Government guidance and guidelines.	I gained a deeper understanding of all of our policies and what needed to be updated to meet Government guidance, guidelines and best practice.	This was used to ensure all of our policies are up to date with the correct information and guidance for employees, ensuring they fall inline with Government guidance and guidelines. Further action: To conduct this audit on a regular basis to ensure everything is up to date and accurately reflects employment law.
January 2021	Signed up for Redkite Employment Law Newsletters	To remain updated on changes/developments in our profession.	Useful updates and tips on best practice.	Up to date knowledge to utilise in the workplace.

3 February 2021	As part of my CIPD L5, I attended a workshop on Understanding Employment Law.	To improve my knowledge on the major areas of employment legislation and employment law system.	I further understand the purpose of employment regulation and how it is enforced.	I will use this to ensure that it remains the case in Bluestone that employment regulation provides the framework in which our HR decisions are made. Further action: to ensure that I regularly read updates on employment law and implement any changes where/when needed.
24 March 2021	As part of my CIPD L5, I attended a workshop on Understanding Coaching and Mentoring in the Organisation.	To develop my understanding of coaching and mentoring.	In this workshop, I learnt about coaching and mentoring and the differences between them. We also looked at coaching and mentoring models.	I will use this newly found knowledge to assist in the relaunch of our Learning and Development department and implement coaching and mentoring across the organisation.
April 2021	Complete the CIPD's online course on professional courage and influence to develop this behaviour to achieve positive outcomes.	To improve knowledge. To develop my behaviours and have the ability and confidence to put them into practice.	I have learnt how to challenge constructively and confidently. To take responsibility and ownerships for my mistakes and how to put things right. How to tailor my influencing style/communication method to engage.	Up to date knowledge to utilise in the workplace. Improved skills and confidence to challenge. How to take ownerships for my mistakes. Further action: To continue to gain confidence in this area, with practice, my skills and influence will then continue to improve also.
May 2021	Join a HR Specific closed Facebook group.	To share information, ask for advice and understand how other professionals are dealing with issues when they arise.	Ask for opinions of others and share knowledge outside my organisation. Gained some valuable resources from the group.	Up to date knowledge and resources to utilise in the workplace.

5 May 2021	As part of my CIPD L5, I composed a portfolio looking at Coaching and Mentoring in the Organisation. This allowed me to apply my knowledge to the development of effective coaching and mentoring programmes.	To assess the current level of coaching and mentoring in the organisation. To make recommendations for developing coaching and mentoring in the organisation.	I learnt that the current level of coaching and mentoring in the organisation is limited. This is due to the COVID-19 pandemic which put a halt to these activities, however this now needs to be relaunched. I have made recommendations to do this.	Improved knowledge of the current level of coaching and mentoring in the organisation. Further actions: To relaunch coaching/mentoring and act upon recommendations.
5 June 2021	As part of my CIPD L5, I attended a workshop on Understanding the link between Individual and Organisational Performance.	To have the knowledge to create a HPWO and to explore the impact this has on organisational performance, employee engagement and well-being.	I learnt how HPW can benefit both the organisation and our employees. Furthered my knowledge on the role of line managers in the performance management process.	I will use this information and knowledge to prioritise upskilling line managers to deal with people matters within their departments.
7 July 2021	As part of my CIPD L5, I attended a workshop on Contributing to Improving Organisational Performance.	To be able to support line managers to deliver performance management activities. To be able to assess the impact of performance management activities and make recommendations for enhancement.	I learnt that although the day-to-day practice of performance management is primarily a job for line managers, the extent to which it occurs is limited. I also learnt that to improve our performance management processes we need to ensure 121 conversations are taking place routinely across all departments.	This workshop highlighted areas where we can improve our performance management activities. To do this, performance management processes need to take place routinely across all departments. I have organised additional training on the 121 processes. Part of this training will look at 121 conversations which managers have already conducted to establish what went well and what could be improved.
14 September 2021	Personal Development Plan meeting with Jess.	To upgrade and improve my current skill set. To identify areas that need improving/strengthening. To work with Jess, my line manager to career plan.	This meeting allowed me to learn where the organisation believes my strengths and weaknesses are. This allows me to focus on the areas/skills which need to be improved so I can progress my career.	I will use my PDP meeting to focus on my areas of weakness and work to improve these. To improve these areas, I could participate in additional courses, reading or mentoring.

21 September 2021	Attended Mental Health First Aid Course (Day 1).	Understanding of best practise in relation to mental health.	This gives us the opportunity to improve our knowledge and use this to introduce formal processes to manage mental health in the workplace.	Further action: To communicate MHFA to the organisation. To organise ways for employees to contact MHFA if needed. Implement a Mental Health/Stress in the workplace policy.
October 2021	Undertake reading and research into Data Protection and the Data Protection Act. Review HR processes to ensure all data is managed in accordance with the Data Protection Act.	Ensure all data is managed in accordance with the Data Protection Act. Ensure in-depth knowledge of Data Protection Act. Improved knowledge.	Improved knowledge of the Data Protection Act and what Bluestone needs to do to adhere to it.	Up to date knowledge to utilise in the workplace. Further action: To regularly conduct audits to ensure accordance with the Data Protection Act.
October 2021	To lead a change management project.	Results of the annual employee survey show that communication was not occurring between teams and departments. This needed to be improved so I worked to implement an employee app (Engage4) to improve communication and ensure important updates are communicated in a timely manner.	This was the first change project I have delivered so I learnt a huge amount! My time management skills improved due to a tight deadline, communication skills as I was working with HODs to ensure all departments' needs were met and finance skills (ensuring I adhered to a set budget).	Now the app has been launched it is being used to communicate key messages to all 800 employees in a timely manner. Departments can also communicate messages within their teams using the relevant subgroup/s. Further action: Work with Engage4 developers to implement our payroll system onto the app along with Employee Benefit Points.
6 October 2021	Attended Mental Health First Aid Course (Day 2).	Understanding of best practise in relation to mental health.	This gives us the opportunity to improve our knowledge and use this to introduce formal processes to manage mental health in the workplace.	Further action: To communicate our MH First Aiders to the organisation. To organise ways for employees to contact MHFA if needed. Implement a Mental Health/Stress in the workplace policy.

7 October 2021	Attended Suicide First Aid Training.	To understand how to respond to individual's who are at risk of suicide. Have the knowledge to know what to say/do in a crisis.	This gives us the opportunity to improve our knowledge and use this to introduce formal processes to manage mental health in the workplace and put additional support in place for our employees.	Further action: To communicate our Suicide First Aiders to the organisation. To organise ways for employees to communicate with our Suicide First Aiders if needed. To create a support group for both Suicide and Mental Health First Aiders.
13 October 2021	Attended Menopause Awareness Training.	Begin the menopause conversation in our workplace. To understand how menopausal symptoms can affect employees in work. Improve knowledge and how we can support our employees.	I learnt about how the menopause can affect an employee at work and home and the reasonable adjustments we can put into place.	Further action: To implement a Menopause policy. To create ways to begin the menopause conversation in our workplace. One idea we have is to create a Menopause Café where individuals can speak openly about their experience/s.
20 October 2021	As part of my CIPD L5, I attended a workshop on Understanding the Management of Change	To develop my understanding of change and change management.	In this workshop, I learnt what drives, enables, and hinders change. I learnt the importance of positive relationships, how they can be built and developed and the impact of this upon change/change management.	In this workshop, we learnt about Kotter's 8 Stage Change Model. I will use this in future change projects to ensure the change needs to happen, it is planned, communicated and delivered effectively and new approaches are institutionalised.
22 October 2021	I attended Engage 4 CMS Training.	To implement the communication change across the organisation as needed, I required training into the system and how to maximum its functionalities to ensure success. This training was held on Zoom with the app developers.	I learnt how the Engage 4 app works. I also learnt how the CMS side of the app works, this is where I set up new employees, groups, and departments. Following this call I was able to transform a blank canvas into our employee app, featuring all of	I will use this to create a profile for all employees, each subgroup and department and transform a blank canvas into our employee app. Further action: To further develop the app to meet our needs.

			our employees, departments, groups and company branding.	
November 2021	CIPD's online course on passion for learning to develop this behaviour and support my professional development.	To improve my knowledge. To increase my passion and develop my behaviours.	I have learnt how to be proactive about CPD and how to reflect upon this.	This course has reinforced the importance of CPD and reflection upon the activities which form this. I will continue to complete development activities to better myself and further my career within the profession.
November 2021	I delivered Engage 4 training for all HODs and TLTs.	To provide training on the new employee app to Heads of Departments and Team Leaders. This ensures when the app launches, they understand the app, how it works and what we aim to achieve.	Delivering this training improved my public speaking skills and confidence. I learnt how to be engaging and encourage them all to be excited for this app launch as I demonstrated how it will benefit their teams and our whole organisation.	The HODs and TLTs will be used in the organisation to communicate the launch of the new employee app. They will also be able to create their department's section of the app and utilise this to communicate with their team/s. Following this training they will be able to answer employee's queries and run training sessions with their team.
8 December 2021	As part of my CIPD L5, I attended a workshop on Understanding Employee Engagement.	To explore the key components of employee engagement. To understand how organisations can secure and sustain high levels of engagement.	I learnt about the two different types of engagement (emotional and transactional) and what drives and enables this.	I will use this to improve our transactional factors to increase our overall employee engagement. I will use this workshop to focus on our building blocks of engagement and work to improve these. This will ensure that employees feel that their jobs are meaningful, involved in decision making and have a quality relationship between themselves and management.

12 January 2022	As part of my CIPD L5, I undertook a portfolio looking at Employee Engagement in my organisation. As part of this assignment, I compared my organisation to best practice and academic research.	To increase my understanding of engagement theory and best practice. Identify steps that could be taken within Bluestone.	Identified key areas which need improvement within my organisation. Suggested methods to do this and assist with implementing these suggestions to improve employee engagement in the organisation.	Introduced Engage4 (our employee app) to encourage engagement and enhance communication.
14 January 2022	MLR Employment Law Update	To ensure knowledge is up to date. To ensure Bluestone is adhering to employment law updates and best practice.	I learnt a huge amount from this webinar. Information was also evidenced with Employment Tribunal decisions. For example, Mr B Gibson v Lothian Leisure. This reinforces the importance of acting upon employee's concerns regarding COVID-19.	TBC
28 February 2022	Drugs and Alcohol in the Workplace Webinar.	To further my knowledge regarding drugs and alcohol in the workplace.	I learnt how to manage misuse within my organisation.	To review our drugs and alcohol at work policy.
1 March 2022	Finance-Policies and Procedures Training	Training surrounding finance policies and processes to improve knowledge.	A deeper understanding of Bluestone's financial policies and processes. Improved confidence in financial knowledge.	Continue to improve knowledge of Bluestone's financial policies and processes. Consider the implications in any task that I undertake which could affect the business from a financial perspective.