

bmsw5102

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*Developing Relationships and Workplace
Achievement*

Module: BMSW5102 Task 2

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Introduction

The main report is presented the research regarding the Wincanton plc/ Screwfix plc, which is focused on task criteria. The research includes reference to Background/Link between the two Companies, Analyse the possible advantages of developing employees at workplace, vehicles drive development, Individual PDP, *Framework theories used on Organization*, Key Expectancy and the concept of HR Officer, Differences between leadership and manager, Wincanton's plc /Screwfix plc- Organisation office/structure, Conclusion, Reference.

¹ *Background /Link between Wincanton plc and Screwfix plc*

According with ¹Wincanton official website (2023) Wincanton plc, a logistics company, ¹has built a new distribution facility to support Screwfix's growth during COVID-19. With a substantial logistical network, the plant will be scaled in August. Screwfix, a multinational home improvement firm, provides easy-to-use, affordable equipment for trade clients. With Wincanton's support, Screwfix increased its UK Trade Counters to 690 in 2019-20, completing over 110,000 deliveries and earning the "Operational Excellence Award" at the 2020 Motor Transport Aware. Both the Screwfix App and the official website (www.screwfix.com) are available.

Analyse the possible advantages of developing employees at workplace for Wincanton plc/Screwfix plc

According with Strategic Leadership - Professional Development: Harvard DCE in Developing relationships and workplace Achievement "the leadership have key role inside an Organisation. Leadership involves individuals with skills, problem-solving abilities, and initiative in fostering relationships and workplace achievement".

Leadership is a focus in group processes, a personality attribute, and an exercise of influence. It is a persuasion, power relation, and instrument for achieving goal (Emery et al. 2013). He must create a workplace culture and organizational culture of business. He must control the art of empathy, to create on strong impact to the people from his organization (managers /all team /all employees; the power of free thinking, challenge; have the weapon of challenge, he is the weapon. To be ready do not always fallow the rolls, norms even he

creates it this, show energy courage, endurance, can do all not given up. This is the spirit of leader.

Leadership must have all ingredients can lead a Company to keep tide communication with the team, like one chef which have all good ingredients to make a good bread to achieve an organizational goods, he must staffing, planning, job design recruiting, selecting, training staff, performance management, incentive. To be clear in communication and good leader speak clearly about expectations (Thomas, 2019). This is a big advantage for Wincanton drive employee, own team to performance.

Vehicles drive development in the workplace

According with the Manager s code of ethics as a member of the Society for Human Resource Management, they affirm commitment to uphold a high standard of professionalism, strive for personal development in human resource management, back societal objectives, support employee fairness, and increase company profitability. inspire trust in the public and employees and protect secrecy. increase awareness of the function of human resource management in society (van Berkel et al 2017). The goal of HRM is to increase the value of human resources by enhancing the performance of high-skill employees, managers, and specialists inside large companies.

How to improve employee development It is crucial to keep in mind that a "general approach for all personnel is not always successful." Make sure to adjust your improvement tactics to what will benefit your team the most. Wincanton /Screwfix plc create regular employee development which can benefit the Organization / coworkers, and his "employer in a variety of ways "(Stein et al 20

Critically evaluate development vehicles available to Wincanton.

According with Kirch et al, 2016, cite:

"Logistics increasingly recognized as a strategic role in long-term business is plans for advances in communications, information technology, global trade, competition, environmental concerns, consumer satisfaction, flexible operations, and time compression".

The vehicle development in Wincanton/Screwfix is drive by:

Employee motivation -mean directed behaviour /action to expectance forced by rewards/needs met/ employee satisfies their needs, to be led to the organizations goal (good working condition, holiday entitlement, training development opportunity, sickness, and maternity leave/payment, only few ex.). Cite:

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"Each of us would like to have a reason get out from bed in the morning, important for your mental and physical health to be mindful of the need to give yourself a little push toward the positive in the morning." (Moran,2017)

Motivation is driving the employee to capacity to perform, being supported by Wincanton.

Employee engagement, which is happening when the employee is committed his work through motivation. Rewards are the crucial factor which drive it achieve of elevated level of performance; it is according with Macey et al (2009)" individual porpoise for an organization's goal, focusing all energy, personal initiative, efforts, behaviours towards" the Wincanton/Screwfix goals

Performance management According with Mc Kensey Company's Survey, (2018), "the best way to arrive to performance management is to set a System that managers and employees perceive as fair. For these, managers need three critical practices: individual connection, business priority's goal, and effective coaching. And not less important to make different compensation across performance levels", these required on Wincanton are met.

Training Wincanton, provide training, starting with the basic-Miniload department , to every employee starting to work, learning how to use the RDT (minicomputer with scan, need for picking the products)." offers specialized training to help the staff develop the skills need to their performance, training focuses on the individual training needs of each person,; how to behave how to work safety.; what employees **need** to know, understand, and can do at the end of **training** to arrive on performance.

Feedback The feedback can be made in different way, verbal, mails, messages, in brief meeting, talk face on face, letters.

Potential benefits to Wincanton / individual

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According with Grawitch et al (2006), "work-life balance, employee growth, health and safety, recognition, and employee involvement are the five areas that have been connected in research since 1990 to employee well-being and organisational changes".

According to Wincanton official site (2023), **benefits** can be found "on our reward centre iSmile and range from financial and savings plans to help for your health and wellbeing to remarkable offers from well-known national businesses, to mention just few:" Cite:"Join Share Incentive Plan to become a stakeholder, save money, and take part in Win examples canton's success.; Join the Pension Scheme.; By purchasing a bike from Cycle2Work, you

may improve your health while saving money; Personal Accident Insurance and Healthcare Cash Plan. When you shop, you will also save money because of the numerous discounts available at participating merchants.; Access a variety of additional special advantages offered by Wincanton to employees, and by some of partners.”

Offer opportunities: To ensure the success of a team, management should offer tools and resources for professional development as well as growth possibilities for employees, (Owen & Willis 2010) allows them to pick and choose professional training from Miniload, Decant, Dispatch, Goods in, APR, MHE, Stock & Sistem, Quality Assurance (QA), Facilities.

Communicate regular with the team

Employees receive training that includes suggestions for efficient mentoring and support (Collins & Sterling ,2011),

Working without barriers. To remove obstacles to successful management development, examine old procedures and organisational frameworks (Pedulla ,2020)

Speak clearly about expectations/ build a culture

Make employees aware of the need to regularly enhance their abilities for both them and the business to ensure their development. Make a “handbook explaining the process' resources, corporate support, and roles.” (Baumgartner,2020),

Employee's improvement of soft skills.” ²³ Soft skills, such as time management, networking, creative thinking, teamwork, and conflict resolution, are crucial in the workplace and take years to master” (Danao,2023). In Screwfix Wearhouse, all employee starting with induction they have training to work with the RDT, which is one minicomputer scanner, which help to pick the items inside of order which you receive on RDT. This is the first impact with Wearhouse work for all employees.

Offer feedback constantly. Providing your employees with” regular, constructive comments will help them feel appreciated” for their job (Harms et al,2010)

Incentive; Wincanton/Screwfix are offering various incentive to his employee. Company-wide and local recognition programs recognize outstanding performance, proper behaviours, and competitive compensation. Programs include peer-to-peer recognition, Long Service Awards, and Wincanton Way Awards, emphasizing coworkers' dedication and providing value to customers.

Create individual PDP (Personal Development Plan) To grow team members, spend time with them and understand their unique learning preferences. Create a customized development plan based on their preferences, ensuring appreciation and value, and increasing productivity. Once in a year Wincanton? Screwfix managers to every employee

have an overview annual which is an annual evaluation of his work and based on this they can follow ahead their development after preferences, after their skills. (Forbes ,2017).

Ethical consideration

According with Corporate disclosure and policies, cite:

“Wincanton has ⁸ **zero-tolerance approach to modern slavery and human trafficking** and requires companies across our extended supply chain to understand and meet our expectations on **anti-bribery, corruption**, legal compliance and **ethical conduct**”.

Individual Development Plan (DPD)

Scenario of employee DPD. Martha is working in Screwfix being employed by Wincanton since the beginning of 2022 she has started University on full time program and working full time program as well. This PD plan is made for two year which started on the January 2023. She has two big objectives. Between the objectives there is a tide corelation. (Tabel on next page)

Martha's Objectives	How to achieve my objectives?	What support/research need?	Target date for achieve my objectives	Actual date of achieving objectives
1.Degree in Leadership and management (Level 5& 6)	1. Study, learning, research, achieve my skills and improve the knowledge following courses all the year and pass all assignments. 2. Following and going ahead continuing previous PDP (Personal Development Plan), to this, considering important objective;	1. High academic support and advice from university, from Learners, colleagues, and follow course for next two years. 2.Using Campus for student support, Campus Library, and online Library for research.	01.2023/01.2025	On-going
2.Continue to be contextualizing with her work on Wearhouse (Wincanton/Screwfix)	Tring the best in his work and receiving training for improve to	Receiving advice and direction from staff and from team managers	01.2023/01.2025	On-going

	different departments (Decant, Revers pick)	to interested area. Refresh training. To receive training and improve my skills on workplace, different Departments, for the next two years.		
3. Online research to Marta's next professional step/career	Contact her teachers, colleagues, support university staff to find out how to gain experience on his area of interest	Looking for information from the university regarding career possibilities.	Once all assignments from 1 st year is passed: 12/2023	On-going
4. Check on (Wincanton /Screwfix) website the Companies vacancies on my Profession	If there are any vacancies, to apply for Or colleagues which have already their own Company,	To have if is possible, training to improve my skill /knowledge on this area	08/2023	On-going

Wincanton course opportunities	to give me advise Talk to managers team	Applying for, if any	09/2023	Waiting
5. Performance on workplace	High target, moving to other departments like stich and system/Revers pick	Looking for new opportunities of training	01.2024	On going
6. Pass all assignment	To be attentively to all coming opportunities			12.2024
7. Touched goal *Benefits for Wincanton and Marta	Degree To improve the soft skill and become a good manager.	Change work To receive training from the best manager and to become part of their team.	Final plan Start new profession. Touched goal	01/2025

Framework theories used on Wincanton /Screwfix plc.

In A Critical Analyses is identified the two theories applicable on Wincanton/Screwfix.

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1. *Mc Gregor theory. Theory X theory Y.*

According with Mc Gregor, the theory X is when the managers adopt an authoritarian approach towards people/employees (is like they are thinking people does not work, does not like their work, lack of motivation. Are always supervising and do not have much trust, and also do not have much responsibility

And theory Y when the Governance methodology is sustained by robust/solid governance. The method is focused on the employee independency in work /kind of autonomy. When the managers are prioritising the employee satisfaction

2 Maslow hierarchies of needs /hierarchical needs. According with this theory, people get motivate when their needs are met. He illustrates the herachy like a Piramida, when the first line of Piramida is represented by lower level wonts/desire of employee which must be met, than to go to the next level, higher to the top.

Key Expectancy of HR Officer

The journal "Nexo Revista Científica"(2021) says: the responsibilities of HR officers include formulating, recommending, and implementing policies for usage by personnel, establishing a balance between skill and experience, and offering chances for training and development. The objectives of HR departments vary based on the organisation, as do the precise functions they play. The person works as a consultant, assisting line managers with understanding and putting policies and procedures into practise "The Rock 'n' Roll Classroom: Using Music to Manage Mood, Energy, and Learning "(2013), promoting equality and diversity, and coordinating with other stakeholders. They overs e hiring new employees "Article "Employment law "(2013) developing policies and putting them into effect. They also create staff handbooks, offer pay advice, negotiate with staff representatives, handle payroll, interpret employment law, handle grievances, develop HR planning strategies, and organise training, including new hire inductions Article HR Planning Process: 14 Steps to Strategic Human Resource Planning (2023).Effective leaders possess qualities and competences, and organizations can foster these qualities by identifying and developing capabilities and creating supportive organizational cultures and climates. Technically competent managers who are promoted to management positions may lack leadership abilities and need assistance from formal programmes, on-the-job training opportunities, coaching, and mentorship (Chopra-McGowan,2022).

Employee growth is essential for business health and expansion. It is crucial that managers and aspiring managers recognise this and provide regular opportunity for team members to develop their abilities and as people. This may improve customer loyalty and company

reputation." ⁶ "An organization can achieve its objectives only through the utilization of people" (Joshi. Mamohan,2013) .

Differences between leadership and manager

The traditional perspective of management was centred on organisational structure and procedures. At the time, managerial development was solely concerned with fostering competence, control, and the proper distribution of power. That perspective, according to Zaleznik (1977) left out the inspiration, vision, and human passion that are crucial to effective leadership and that underpin business success. (Zaleznik 1977) He ¹⁹ claimed that the deep-seated ideas they have about chaos and order are what distinguish managers from leaders. Managers value procedure, seek stability and control, and naturally attempt to find solutions to issues as soon as they arise—sometimes even before they fully comprehend the gravity of the issue. Leaders, on the other hand, put up with disorder and a lack of order and are willing to put off a solution until they have a better understanding of the problems. ²

According with Zalenik (2004) Leadership and management are interchangeable, as early research focused on senior managers. Leadership involves developing visions and inspiring others, while management guides team actions and behaviours, achieving organizational structure of Company and objectives.

The Wincanton plc/Screwfix plc organisational structure from before the Pandemic is shown here. The Covid 19 situation caused significant structural and organisational transformation.

Wincanton plc /Screwfix plc- Organisation Offices and Departments /structure before Pandemic

Head Office
General Manager
Commercial Manager
National Transport Manager
Shift Ops Managers SOMS
Contract HR Manager
Capacity & Planning Manager
Health&Safety
Health&Safety training manager
Training team leader

Trainers
Site Secretary
Asset Manager
Ops Development Manager
Layout Planning
Planning Manager
Capacity Manager
Capacity Analyst
Capacity Team Leader
Capacity Planning Clerk
Stock and System
Stock Team Manager
Stock Office
Quality Assurance
IT Department
IT Manager
IT Support
System Support
HUMAN RESOURCES/RECRUITMENT
Recruitment Manager
Recruitment Advisors
HR Manager
HR Assistant
Communication
FINANCE
Finance Manager
Finance Assistant
TRANSPORT
Transport Team Managers
Transport Ops Manager
Transport Clerk
Transport Planning Manager
Transport Planner
Resource Planning
CUSTOMER SERVICE
Customer Service Team Mgr

Customer Service Clerk

Departments plan organization

OPS Departments
Goods-In
Goods-In Manager
Goods-In step-up
MHE - Material Handling Equipment
MHE manager
MHE Clerk
APR - Adjustable Pallet Racking
APR manager
APR step-up
APR clerk desk
Miniload
Miniload manager
Miniload step-up
Miniload clerk desk
Despatch
Despatch Manager
Despatch clerk

Conclusion

Wincanton's /Screwfix's strategi and priorities, innovate the products and services, grow markets, developing persona/individual, investing in people, having inclusive culture, being ethics respecting the low, give value, drive positive gains across the business.

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ORIGINALITY REPORT

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