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Table of Contents

Introduction.....	2
1. A critical assessment of the potential benefits to organisation and the individual	2
Examining the expectations and requirements of people	2
Administering people in accordance with guidelines and career pathways	3
2. Development vehicles available to organisation.....	8
3. Developing a plan to meet the identified development needs	11
Conclusion	15
References	16

Introduction

It is impossible for an organisation to develop a team that is made up of a pool of workforce equipped with refined skills as well as highly professional ones. Amongst all the other functions of the human resource management team, the most important and the critical role of the human resource management are the functions related to the recruiting of people. Training happens to be yet another important function of the human resource management team. The different issues associated with the raising of the performance of the employees take the organisation as a whole happens to be yet another important function of the human resource team. The critical tasks related to the issues of motivating employees fall among the essential services of the human resource management. The practice of following the crucial functions so that it is ensured that effectively follows falls under other critical features in the human resource management team. Ensuring that the environment of the workplace is extremely safe and secure happens to be yet another important function of the human resource management team.

1. A critical assessment of the potential benefits to organisation and the individual

Examining the expectations and requirements of people

The expectation of the individual depends on the critical matters of the business and the working environment of the organisation. It is a necessary function of the managers as well as a team of the human resource management to ensure that healthy relations are maintained among the employees, and the healthy environment prevails in the working place of the organisation (Singla *et al.* 2018 p.73). When employees are well trained and knowledgeable, they can fulfil the objectives and goals of the organisation. Furthermore, through regular training employees can enhance their skills, and perform their regular tasks effectively.

Expectation of customers refers to the perceived benefits and value that the customer's achieve when purchasing the goods or achieving the services. They are proper result of the learning process can be result very quickly, because first impressions matters a lot. These expectations can develop an important influence in the process of decision-making and can be very difficult to change. Therefore, the branded items are developed with a proper quality. Many people expect that the well known brands carry higher quality and analyse the performance of the product from

the little known brand. Most successful companies including Argos seek to achieve or develop the expectations of the customers. Fulfilling and managing the expectations of the customers, which are significant of the success of Argos. Expectations related to high-performance products always develop.

It is imperative for the organisation to ensure that the satisfaction of the employees is reached to the maximum possible levels. It should be taken care of to see that the employees do not remain dissatisfied at any cost no matter what the issue is or what the situation is (Garden *et al.* 2018 p.300). It is equally to care that the engagement of the employees happens to the maximum possible levels and that at no point of time the employees refrain or gets reluctant to do their work. Customer's satisfactions are important for the firms, which depends on the customers relationships, where the streams of revenue are based upon the recurring sales. In relation with this company, the customer's satisfaction is gained through analysis of customer's service quality against the expectations of the customers on the upcoming quality of service. To develop this phenomenon, the main purpose of these aspects is to develop the expectations of the customers in order to increase the customers (Lee *et al.* 2018, p.370).

Employee engagement is a significant issue that happens to be significant factor that drives business to success. The loyalty of the employees to the company and the working of the entire organisation is substantial to ensure that the company that the market reaches the zenith of success. The participation of the employees to the maximum possible level is vital for the success of the business (AlFerjany *et al.* 2018, p.75).

Administering people in accordance with guidelines and career pathways

Every individual, as well as their participation, is essential to making the success stories of the organisation.

The main objectives for the career pathways administration involves:

- Identification of career paths for the administrators
- Determination of the development of support for both the future and current ideas
- Motivating the progression of the underrepresented groups so that they can be capable for the roles of the senior administrator's roles

- Identifying different potential blockages and challenges towards the career progression and provide recommendations to solve this problems.
- Determine the gaps, which are seen in the development provision and set the provision, with the budgetary constraints.

Benefits of career pathways for the individuals

Career pathways provide the potential for the individuals to develop and transfer behaviour and job skills in Argos, from once context to the other. It is hence required to develop their range of expertise to achieve different challenges.

- Determines the learning required for the crucial role and make further career steps.
- Identifies the career paths through the grouping of roles into the job
- Develops the consistency and transparency of the requirements of role across Argos
- Provides the managers a wide range of frameworks to support the team members with the career development
- Focuses on the issues for planning succession planning, skill shortage for Argos authorise the organisation to relate with individual aspirations and the organisational abilities with resource needs (Schultz, 2018, p.125).

Career planning involves identification of the individual goals. Assessing of the personal characteristics, obtaining more information about the various purposes and the comparison of comparison of the own resources and career requirements are the various issues. The relationships associated with the mentors as well as other personal development activities are also involved in the activities of career planning (Sisson, 1994 p.900). Periodically reassessing of goals and the progress towards the goals are the other various issues related to career planning.

Most employees already know what they should and to do it. Performance management is merely a matter of expecting tasks to be done correctly and on time. Many managers have a negative attitude towards managing behaviour. Sometimes the only time the supervisor talk to a worker is when there is a problem (Smith and Sharp, 1991 p.900).

Performance appraisal happens to be the first step. Here the HR plays a crucial role, who with the help of CPD keeps a track of the performances of the employees. Performance management occurs to consider many important issues like the setting of the goal of the employees, coaching,

rewards, as well as development that happens on an individual basis. A supervisor should be motivated to see the group succeed; he should be able to use on hand (Sparrowand Marchington 1998 p.900).

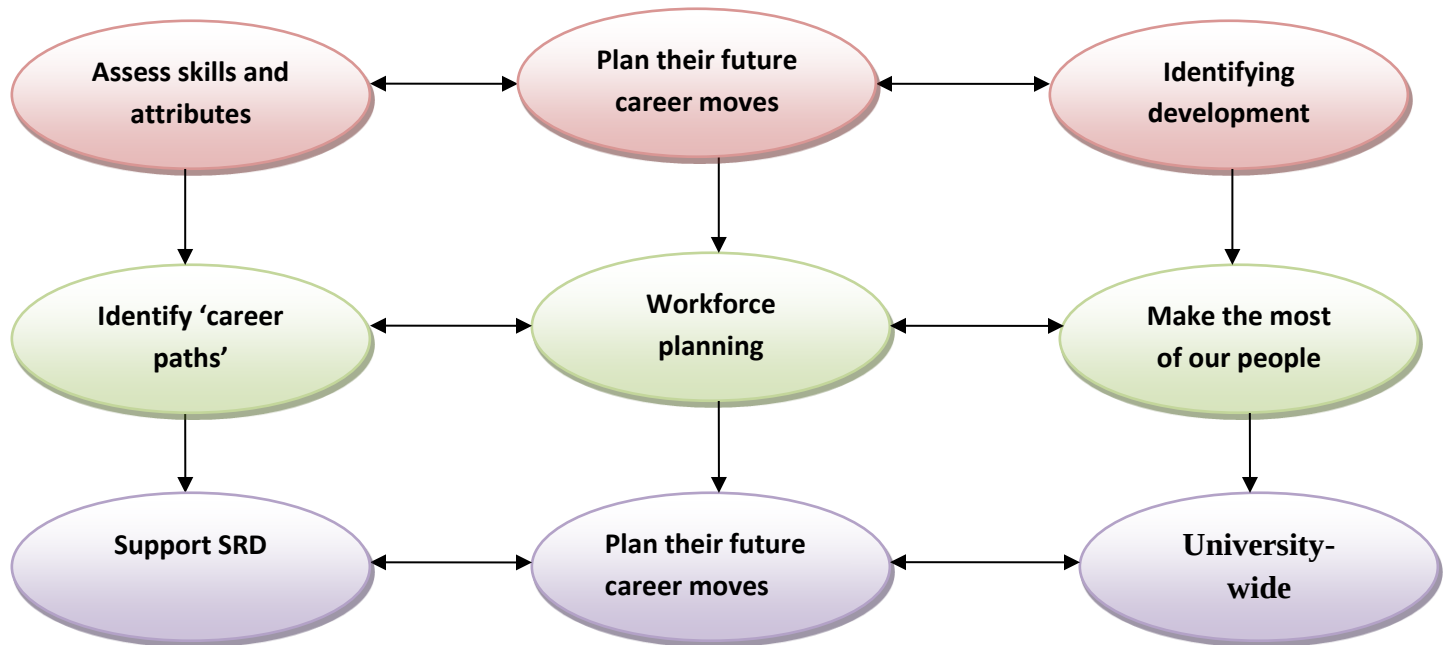


Figure 1: Career Pathways Project aims

(Source: Goswami and Goswami, 2018, p.900)

The identification of employees as well as the different factors that define the relatedness of the various employees who work in the organisation of the business is crucial for the success of the company. The degree of interaction which prevails within the organisation is significant that defines the success of the organisation (Goswami and Goswami, 2018, p.900).

Managing career development of people

Career management of the individuals is the process by which person can make a proper decisions about their work life as their relationships between non-work and work domains of Argos. This process of career management occur over the cause of person's lifetime which is based on the basic idea of individuals can seek jobs and the environments of work which that are similar to talents, lifestyles and personalities. Individuals involved in Argos feel more productive

and more fulfilled when their experiences and their work are adaptable with their own aspirations and desires.

The people who are employed in the business organisation for working are defined as personnel. The management of the person happens to be the kind of control that deals with the handling of the various revolving around the rights and many other different issues concerning the personnel of the business organisation (Hammond and Churchill 2018, p.800). It happens to be function that of an administrative one which response to make sure that the right kind of person is present in the place and in the right time (Suffian *et al.* 2018, p.680).

The enhancing concept of career has no boundaries whereby, employees suffer with a work landscape, which mandates that the individuals take some proactive approaches and individualistic approaches to manage their careers in Argos. Changes in the technologies, and the corporate contractions and reorganisations, and internal leaderships can affect the career of the individuals within a particular organisation. There are various steps, which includes the collection of information, which increases or develops awareness among the environment, developing career strategies and strategic goals.

It is that branch of management which deals with the regulation of the various policies and programmes that are associated with the different personnel of the business organisation. The different functions that are associated the management of the staff include the variables that are associated with recruitment, analysis of the various jobs, the appraisal of the performance concerning several types of situations which also consists of the management activities that are related to the training of the personnel. Management activities in Argos that are associated with the different issues of compensation happen to be a part of the management activities that are related to the staff of the organisation of the business (Wang, 2018, p.100). This part of management is involved with the handling of the activities that are associated with the various issues revolving around the relationships of the labour. It also deals with the administration of the multiple issues related to grievances of the employee or the personnel of the organisation that deals with the activities of the business.

It is the process which revolves around the various issues of handling and management in Argos, and this mainly includes matters related to the acquisition of the multiple resources for the problems of human resource (Bayerlein and McGrath, p.1090). It deals with the development and the issues related to the different utilisation of the resources of the human resource. It is also

responsible for the maintenance of the various resources for the human resource. Matters deal with the issues of the physical energies as well as their strengths and hence provide the multiple aspects to the subject of competencies for the resource known as the human resource. Policy deals with the very question of providing them as well as delivering the services so that the right service is not deprived of the right quality and most importantly to make sure so that the right personnel is present at the right time at the place to deliver the right kind of service (Ahmad *et al.* 2018, p.505). Recruitment, selection, analysis of the different types of jobs of Argos , as well as the chalking out the right variety of plans to take the business up to the zenith of success were the critical issues. Providing rewards and various types of compensation are the various other functions that fall under the responsibilities of the human resource management.

Managing performance and succession planning

A succession planning includes the determination of the high-performing employees who can succeed into some critical roles. Therefore, organisation focuses on their succession planning initiatives on the positions of management, or highly skilled or technical roles, which require a certain experience or educations. Succession planning with the UK government has developed in the current years. It is important to highlight that succession planning develop many components of the business strategy, which cannot succeed without any output, as well as assistance of human resource development. Most of the jobs today are associated with the activities of the group, especially those that are technology-oriented and the various other activities related to that.

Training is short-term; through which employees in Argos can improve their skills and knowledge. It is task oriented; and in the organisation, employees are provided with on job training. However, management makes sure that poor performers are not discouraged for their poor performance. However, strong performers are motivated for their excellent performances. It is targeted to achieve a change of attitude, skills as well as knowledge for a specific area. Education is a lifetime investment. It tends to be initiated by a person in the field of his or her interest. Development happens to be a long-term investment in human resources (Woodward, 1996 p.900).

The biggest reason the HR required to be involved in succession planning is managing the performance. HR can understand and identify what is more important to their employees, what type of skills they require to achieve for these goals, and what they want to do in their life. A

development plan ensures the high performing individuals meet their capability. Therefore, management of the performance and succession planning share a coefficient relationship. Individuals cannot be successful without each other if they are working as a team in Argos. Team work here plays an important role, as major group projects can be fulfilled through effective team work. Moreover, a team can perform effectively if they are ushered by an efficient leader. By increasing the succession planning and process of development planning into the performance management processes, there may be more proactive approach that focuses from one negativity as well as criticism, towards the outlook of progression and growth.

Understanding of the employees happens to be an essential issue that draws in significant attention keeping in mind the success and progress of the business (Bee and Bee 2003 p.900). Discrimination is something that should be eliminated given the different (Hargreaves 2004 p.900). The employees should be valued and respected and should be given equal importance no matter what the case is (Maund 2001 p.6000). The software projects demand group work and that too in an integrated manner (Hutchinson and CIPD 2003 p. 600). Programming happens to be an essential activity that is associated with the handling of all software projects.

2. Development vehicles available to organisation

Support structures within Argos

The period after World War II, witnessed some major concerning business and the activities associated with it (Babalola *et al.* 2018, p.2060). Scientific management was the talk of the time, and significant focus was also given over the various issues associated with labour and the issues of Argos (Babalola *et al.* 2018, p.600). The year 1950 was the spectator to a real change. That was the introduction of nothing but the Human Relations Theory. The theory takes into consideration the workers who have needs to be fulfilled, attention to be given and also motivation to be provided for the very success of the business. Focus and motivation were interrelated to each other. It was the reason that drove the employees out from their selves. It was that issue that guided them to perform in a better way. It was the reason why the business of the organisation flourished (Uusiautti and Määttä, 2018, p.700).

As per my experience in Argos, motivation acts as a significant role. Managers provide necessary motivation to the employees, like attractive incentives, bonuses, through which their performances enhance (argos.co.uk, 2018).

Development vehicles

Career and career development

A career is considered as a sequence of positions which is occupied during the course of lifetime. Succession planning determines a possible successors as well as the job analysis of key jobs and progression related to jobs.

Career development determines the goals which can be reached to their level.

Performance management and coaching

- Most of the employees know the proper way of doing work.
- Performance management is considered a matter of expecting tasks that is needed to be done correctly on time.
- Different managers apply a negative approach to manage the behaviour.

An emergency happens to be a significant issue that draws in substantial concern concerning the activities of the business. An issue demands extreme focus. It deals with safety, security and other essential matters of the sub-company and the organisation as a whole. The technology and the various advancements concerning communication, information systems and so on are significant for the progress of the business (Costello and McNaughton 2018 p. 110).

Technology and its revolution happen to be a significant issue that guides a business to success (Ballantine *et al.* 2018 p.246). The primary focus is also on the various factors of the environment and the related matters that demand the protection of the environment in Argos and the various elements associated with it. Human resource management is that branch of study, which majorly focuses on the issues of the human, and the various problems related to it for business and the various activities associated with it (Nieand Lämsä, 2018, p. 345).

The efficiency of work, the various issues related to the development of employees for the skills and the knowledge and the upgrading of the same are among the multiple duties of the human resource management team (Goodyear and Goodyear 2018 p. 50). The organisation is vested with the responsibility of the individual development, which needs to be taken great care of to ensure that business is never hindered in its path of progress (Lepojevic *et al.* p.220).

The organization is viewed as system, which is associated with other activities that reflect dynamism as well as major as well other significant issues. They are related with business and the market operations as well it shoulders the various responsibilities of the individual

development of the employees so to bring about improvement in the performance for the very progress of business and the other related activities (Rezapouraghdam *et al.* 2018 p.900).

Techniques for supervision and formal appraisal

Performance appraisals in Argos is considered as the evaluation of performance, reviews of the performance, or employee appraisals. It refers to various techniques used by the supervisors, managers or the owners of the business to analyse the employees of Argos. Performance appraisals are determined as the important part of the career development and takes place at regular times throughout the year on a financial basis which is identified by the employees.

Technology, globalisation, the critical issues related to the employees, are the primary concerns for the human resource management that demands significant focus (Armstrong 2009 p. 900). Gender, education, age happens to be other important issues that demand focus (Armstrong 2012 p. 900). The pyramid of the self-realisation needs includes the esteem needs that take up the leading position of the monument. It is followed by the social obligations, which take up the next place. The following area is taken by the so-called the safety needs in Argos. The next area is taken up by the physiological needs, which happen to take up the bottom-most position of the pyramid of the human needs hierarchy (Leatherbarrow and Fletcher 2014 p. 600). Motivation has many different issues and events associated with it (Maund 2001 p.600).

Methods of ensuring fair and objective assessment/appraisal

The motivation for performing in a job has many different issues associated with it. Work is supposed to bring about satisfaction and help in the seeking the various goals that are set both on an individual basis as well as of the overall organisation. The working environment and all its elements play a significant role in bringing about the motivation of the employees which is extremely important for the progress of the business as well as the organisation as a whole (Megginson and Whitaker 2007, p. 600). Motivating an individual is imperative. Correct kind of motivation guides an individual to the glory of success as well the progress of the business rests in the hands of the individuals who take part in the entire process of the Argos and the various activities associated with it (Mullinsand Christy 2013 p. 700). Some methods for building performance appraisal systems which helps in demonstrating each aspects of the organisation such as:

- **Developing a fair appraisal report**

Throughout the period of identifying performance issues, needs to be addressed as soon as they arise. A common declining performance appraisal in Argos began to notice observations of the employees before dealing with appraisal interviews. The limited observation period is to provide a strong reflection of performances over the entire period between the appraisals. Performances of employees need to be recorded and observed in a systematic manner to provide fair services.

- **Develop a fair appraisal structure**

The fairness relating to performance appraisal system is surrounded at accurate job descriptions, which defines the tasks that the employee is expected to perform, with the set of explanations related to certain criteria, which will be used in the assessment of the structure in Argos. Many performance appraisal tools develop a generic set of assessment criteria, which are customised to reflect the expectation of the employees.

Development vehicles available to organisation

3. Developing a plan to meet the identified development needs

Methods to monitor evaluate and record individual feedback

Software projects, for instance, are those that cannot be completed by any one man. It demands activities by the different groups associated with the project. The interaction that happens with the group is one essential element that revolves the management issues of the software project belong to Argos. If management does not record the performances of employees, they will not be able to understand whether employees are improving or their performances are deteriorating. Flexibility happens to be yet another element that is very important to ensure the success of the successful working of the group. The group acts as a whole and comes to a consensus on decisions affecting the system (Rees et al. 2015 p. 900). The leader of the group happens to serve as the external interface of the group but does not allocate specific work items. Somewhat work is discussed by the group as a whole and tasks are assigned according to ability and experience. This approach is successful for groups where all members are experienced and competent.

The physical workplace provision has a significant effect on individual productivity in Argos and satisfaction. Comfort, privacy, facilities are the various factors. The health and the safety considerations should be taken into account. Lightning, heating, and furniture are the multiple factors (Reid et al. 2004 p. 900).

Performance management involves strategic business considerations; the line manager drives it, it aims to improve the performance of the employee. The HR drives the performance appraisal. It is involved in the assessment of the employee as well as the various strengths as well as the weaknesses. It should happen on an annual basis. Performance management aims to clarify the definitions of the job. It should talk about the success criteria. It should increase the self-esteem (Wellington 2011 p.900).

It should enhance self-insight as well as development. The other significant contributions of the performance management developed in Argos include communicating the various views of the supervisors about performance more clearly. It helps the managers to get an insight about the subordinates. It helps to get a better and timelier differentiation between good and poor performers. It should be able to make the employees more competent (Woodward 1996 p.900). It should be able to clarify the organisational goals. It should be able to facilitate regulatory change. It should be taken fairer and more appropriate administrative actions. It should be able to give better protection from the lawsuits.

Workspaces should be such so that private spaces are provided so that people can work without interruption. Giving individual offices for staff has been shown to increase productivity in Argos. There are some employees, who do not like to get interrupted, as in my workplace. There, they are given their personal space, so that they can perform their daily tasks effectively.

Teams that work together in Argos also require spaces where formal and informal meetings can be held. The P-CMM objectives are aimed towards improving the organisational capability by enhancing the workforce capability. To see that the motivation of individuals is aligned with that of the organisation, helping to retain people with critical knowledge and skills happens to be the other objectives (Reid *et al.* 2004, p. 900). The people capability model involves the constant improving methods for developing personal and organisational competence. Quantitative management of Argos for the establishment of the competency-based teams, identification of the primary competencies and aligning of the workforce activities with them, installation of the first discipline into the workforce activities are the other essential parts of the people capability model (Sadler-Smith 2005 p. 800).

Reporting performance appraisal including the importance of confidentiality

Smart working in Argos happens to be an approach to organise work that aims to drive higher efficiency and effectiveness to achieve outcomes of a job through flexibility, autonomy, as well

as a collaboration, which is done in parallel with optimising tools, and working environments for employees (Williams, 2006 p.900). The various arrangements involve flexible working, high performance working, and construction of jobs, in which there is a high degree of freedom to act. Training is a systematic process in which the human resources of the organisation help gain and also develop skills via the instruction and the practical activities that result in improved corporate performance.

The GAP concept in Argos says that training is merely a means to use activities to fill the gaps in performance between the actual as well as the expected results. The GAP can be separated into three central themes. They are attitude, skills as well as knowledge. The Five principles of learning include participation involves trainees who learn by doing, repetition which consists in repeating of ideas and concepts to help people learn, relevance which involves learning in a better way with availability of materials that are meaningful and related, transference and feedback which says that ask for it adjust training methods to audience (Woodward, 1996 p.900).

Training involves the assessment stage which deals with the assessment of the organizational needs, the phase of the practice which is included with design, selection as well as training and feedback, the stage of evaluation which deals with the measurement of the training results as well as comparing results to the criteria. Another important element of a healthy employee relation is confidentiality. It is the responsibility of management to protect personal and private information of employees, so that they do not get leaked.

Learning styles and the range of training

Technology, globalisation, the critical issues related to the employees, are the primary concerns for the human resource management that demands significant focus (Armstrong 2009 p. 900). Gender, education, age happens to be other important issues that demand focus (Armstrong 2012 p. 900).

Learning styles and range of training	
The kinaesthetic learners: • The kinaesthetic learners in Argos develop knowledge through practice and direct knowledge. • They dive into the project and learn by communicating with the subject	The auditory learners: • Auditory learners develop information that involves lectures or one-on-one teachings. Auditory learners develop their own problems on repeating information to arise retention. This

matters. Therefore, the kinaesthetic learners develop walk-through, different learning styles. Kinaesthetic learners in Argos take maximum risks then the other learners, which develop valuable teams.	presents various challenges in conveying the messages in the training systems.
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Table: Learning styles and range of training

(Source: Influenced from Woodward, 1996, p.900)

Mechanisms to provide appropriate feedback to individuals

Work design is the creation of systems of work and the working environment in Argos to enhance the effectiveness of the organisation as well as the productivity and ensure that the organisation is a great place to work in.

Work happens to involve the exertion of effort as well as the application of knowledge and skills to achieve a purpose. Systems of work are the combined processes, methods, as well as the techniques that are used to get work done (Williams, 2006 p.900). The work environment comprises the design of the jobs, the conditions of the employment, the different ways in which people are treated in the workplace s for instance by the managers and the co-workers. Work design is closely related with the organisation and the job design.

Smart working happens to be an approach to organise work that aims to drive higher efficiency and effectiveness to achieve goals (Williams, 2006, p.900).

Career development strategies including the wider context of sustainability

Career development in Argos is a crucial issue for Argos. By retaining, attracting and developing the workforce, Argos gains the resilience, which is required to survive in a turbulent environment. The result of the success related to practices and career development which survive in a competitive climate of business practice which is designed in an organisation which is placed to survive in a competitive business which is equipped to face the future. Successful career development practice is designed to provide the organisation a comparative advantage in retaining, developing and attracting the customers.

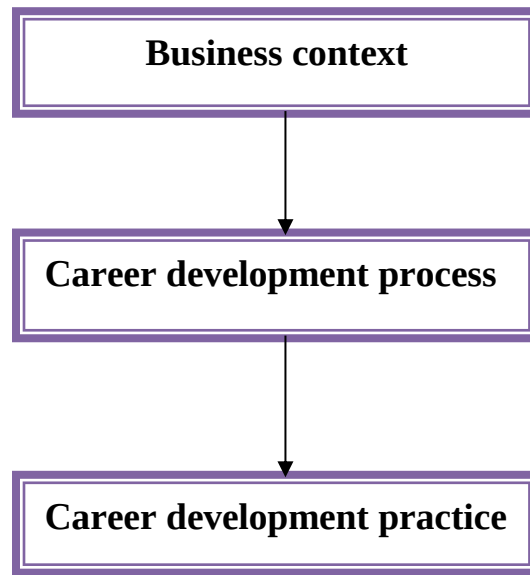


Figure 2: An initial model of career development

(Source: Williams, 2006, p.900)

Conclusion

The study revolves around the various issues of human resource and the different kinds of activities associated with it. It takes into the multiple aspects of the problems of the working environment of the business organisation. It studies the various issues of the developmental issues associated with upraising of the performance of the employees as they work in groups or on an individual basis (Woodward 1996 p.900). It focuses on the importance of the human resource for the development of the various issues that revolve around the relations of the employees with the working environment as well with the co-workers the management and so on. It focuses on the significant problems related to the employee development for their benefit as well as the benefit of the organisation. It takes up many vital aspects concerning human resource management.

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