

University of Wales Trinity Saint David

Developing Relationships and Workplace Achievement

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Introduction

As a person and a company, I chose myself and my current job for this assessment. During the first part of the assessment, I will answer three questions that I have chosen. I will explain the importance of motivation, training and rewards that were part of our lessons. I will evaluate the company I have been working for for two years. It is a Minor Weir and Wilis company, which is one of the largest traders in fresh vegetables and fruits. The company is based in Birmingham and distributes products throughout England and around Europe. The owners also own several farms with which the company cooperates. In the second part, I compiled a personal development plan for myself and what I would like to achieve in the company.

Part 1

Critically evaluate the importance of training and development in your chosen organization and how it supports employee satisfaction and business performance.

Training is a situation, state during which we learn or improve in something new. It is a normal part of everyday life. It can be done individually or in groups. We can train our skills, knowledge or activity. Each area focuses on practicing something else, but if it is the basis of knowledge or skills in motivation and communication, it will only differ in enriching examples in that area. Types of training include so-called Just in time training, which focuses on gaining experience and knowledge only when needed, or, for example, bite training, which offers a short course focused on one given problem, ability or topic, which gives us basic information we need to know about things. For training and delivery, a model containing 5 phases is created, named after the first letter of their individual names 1.A as Analysis, 2. D as design 3. D as development 4. I as implementation and 5. E as evaluation containing five phases (ADDIE).

Development is a process in which there is growth or change, whether related to man or society. Indeed mentions on its website 10 key areas that the employee should focus on if he plans to grow his career and develop. Among them is, among other things, goal setting. Determining the goal and the plan of steps that we must take to achieve the desired goal is a key part of the developing plan. All ten points are really important and we should control them or work on their full adoption if we desire to fulfill our goals in both career and personal development.

Unfortunately, training is not very available in the organization I work for, as the company does not place too high demands on it and probably does not rank it among the important steps in growth and achieving better productivity. From time to time we find here only a small number of people who have training in a position such as machine operator, quality control or team leader. From my point of view, training is not always carried out efficiently or fairly. Until recently, for example, it was enough for a team leader to control only his line, but not now. Every new candidate for this position is required to be able to control all the lines and machines that are in the pack house. However, the training of such a new team leader usually focuses on only one line, so over time it becomes confusing when he gets in charge of a new one.

The biggest difficulty is not always the training itself, as the person who gives you the training. From what I have noticed, some employees are not able to train the employee well, whether it is a language barrier, the lack of experience or poor knowledge. I myself met with an offer for the position of team leader, after my superior noticed my interest, the right approach, skill towards machines and the quick ability to learn. My training first took place with a superior of my line, despite his kind nature, but I had to ask for his replacement. The ability to communicate in English was not at such a level that he could really explain the matter to me correctly. His successor had already done a really good job and it was clear that I was not the first person he was training. He knows his work really well. Thanks to his help and techniques, I learned everything I needed. Due to my absence of education in the given field and lack of theoretical knowledge, I was not able to perform the position in the end, but I remained for my work at the same time as an assistant team leader.

If I think about other training options, then it would be appropriate to mention the available and well-executed training on first aid and fire marshal, which is certainly necessary. Health and Safety I met on my first working day when I had only an oral basis and the second time when a video was made on the proper procedure for dressing PPE. For example, there should be training on hygiene and cleaning in the workplace, as this is really important when working with food. Above all, we take care not only of the durability of our products, but also of the health of consumers. The biggest surprise, however, was that there was no training for newcomers, which, in my opinion, makes the company lose productivity.

Employees do not learn the right work practices, which in most cases makes them slower until they find a better way after a long time or are taught a little by someone from the team. Many employees also leave due to long-term cooperation with the company, during which they were not able to grow their careers or develop their existing knowledge. The management does not care much about the employees and their satisfaction, which from my point of view is a great pity. Organisation loses a lot of good workers, and in my discretion it is more advantageous for the company to prosper, to retain potential employees, train them well, renew and test their knowledge, and thus make them self-confident, professionally qualified and unassisted individuals who can carry out their work to the full and to deal with possible complications, as they have encountered or been prepared for them in the past. The company does not need waste time with the constant arrival of new inexperienced employees who require more help and their speed and knowledge does not match the experienced employee,

which slows down the entire team in our operation, which stopping orders from being completed on time and slows down the process.

Long-term employees then use their knowledge to evaluate the quality of the product, where the company tries to sort fruit and vegetables that are no longer of first-class quality but still in order for consumption and make them available for sale to company employees or small tradesmen to reduce food waste. As a result of the constant change of employees, there is a lack of those experienced, for example, in the position of quality control of fruit and vegetables, which gives customers more low-quality products, which, when repeated, terminates the supply contract to their company and thus loses potential clients in the market with the competition with following profit decreases.

Critically evaluate how reward makes an impact on organizational performance using your chosen organization.

Rewards are a way to reward employees for their actions. They help us encourage them to perform better and above average, which allows the company to grow. "Take the time to reward employees, and they will repay you in a thousand ways." There are two ways of rewarding, financial and nonfinancial. We divide them into 4 areas, which are pay, benefits, work environment, learning and development. We are planning reward strategy to achieve three main objectives which are performance, competitiveness and fairness.

For each employee, we should attract attention or have a system that helps us identify their strengths and weaknesses. Not all skills and performance can be compared to other employees and need to be focused on as individuals. We should be really careful in every reward process. If we underestimate the process, it can happen not only that we give the reward to employees who, for example, do not deserve it at all, but that there will be a decrease in productivity. Given that in such an unfair practice, employees who really tried their best will decide that if a person who does his job not so well or almost not at all is rewarded as well, why then should they work for him and try to get the same rating. The same is true if we do not evaluate such a good employee at all. Rewards are a really important part of any working relationship. Even the best employee who loves his job will not do it so diligently in the long run if he does not receive a justified evaluation. Workers without rewards are almost unmotivated, their interest in work is declining, they are not doing more than they have to or they are leaving for a better job offer. Without good employees, the company would be nothing.

We can have the best material, products, a large company, but what good will it do us if no one wants to work in it. Therefore, we should respect employees, try to keep them, reward them to maintain a pleasant, quiet workplace without stress and negative energy. In the organization I work for, not all employees receive the rewards they deserve. People usually work here due to poor knowledge of English, the needs of part time work, older age or the current lack of job offers. However, it could be different if good employees were more considered, rewarded and had a better working background.

Usually the employee of the year is announced every year. During one period, a competition was launched between the lines for the highest number of products made with the winning cake and food of choice for the team. The competition as such was good and would be more effective and motivating for other teams if the winner will be unknown at the beginning, given that the result should be correctly evaluated individually. Each line is completely different, regardless of the type of products used and their quality, breakness, age, age of employees, their number or experience. The winning team was the fast track line, in which the worker only put the label for package and finished products are packed in boxes. Permanent and fast

employees work here. This team is known as a team that breaks its own records and pursues its goal to the best of its ability.

They deserve to be rewarded for their work, of course he does. They are doing their job well. Compared to other teams, however, they have many advantages, which in such evaluations and competitions is not very fair and attention should be given to other employees as well, especially individuals who have above-average performance but due to the rest of the team, product quality or machine quality do not have a chance to attract attention. Due to insufficient remuneration, productivity is not more than average or even below average, which greatly slows down its development and growth. If the management will invest less to buy new machines and more into employees who work for them then there would be enough of the quality ones and they could afford more.

Critically discuss the different motivation factors that organisations should use to develop employees for the future and evaluate the Role and the importance of Employee Motivation in Performance Enhancement using your chosen organization.

Motivation is the main driver to get someone where we need it. It is divided into internal and external. The inner is what motivates the company / employee itself and the outer what motivates the company / employee from the environment. If we want to make employees efficient and the company grows, we need to have set goals and a plan to achieve them. Motivation will always be one of the steps. If we have nothing to motivate us then we have no reason to do anything. Everyone is motivated by something different, so we should use the right way to motivate each employee individually to achieve the best results.

For example, we go to work because we need money to pay for the rent. We love work and satisfy our needs, we like a team of people, we do something useful. Abraham Maslow deals with needs in his theory, developing them from basic to special ones. In his studies, he mentions that only a very small part of society achieves the satisfaction of all its needs, as most will stay only with the basic ones due to insufficient motivation to achieve the goals or perhaps their complete absence. The company can motivate financially, for example by salary increases, bonuses, longer paid leave, overtime, purchase of products at better prices, flexible working hours, pensions, insurance, friendly and prospective environment, career growth, training, sick or maternity leave exceeding the minimum. Motivation accompanies us from the choice of job and society through the performance of the work itself to leaving the job and everyday life. Motivational factors include rewards, development, work life balance, work environment, being recognized, feeling valuable and feeling fit into the team.

If we focus on development, which is one of the motivating factors, it may not be beneficial for all employees, for example, and we rarely have a chance to promote everyone. Not every employee has a promotion in their needs, it can make someone if he feels something new or more responsible, restless and do not appreciate such a way of rewarding. On the other hand, if we own a smaller company, how many superior positions are we able to offer. It would certainly not be enough for all capable employees and who would then remain to perform the basic but supporting positions. Therefore, professional growth should be offered gradually over time to suitable and capable candidates, for example, when vacating a given position and otherwise motivate them in other directions.

Work and life balance is very important, but again otherwise beneficial for everyone. Some people like part time work for health, study or family reasons and on days off they either spend time with their family or have another different part time work while someone would prefer to have their one permanent full time job where they work their days and the rest of the time, will

be divided according to their own needs, whether into available overtime, rest, family or other interests. Therefore, what may be an advantage in the company for one individual, does not have to be the same for the other candidate.

If the company offers vouchers or various coupons, it should be reconsidered if it will be suitable for its employees. The decisive factor may be what kind of coupon it is and where it can be used. For example, such a holiday by air for two will be a bit complicated for a loner, a person afraid to fly or a couple with a small child, as will shopping in a very remote shopping center, where employees without a motor vehicle will have trouble to go.

The work environment seems to be a very simple motivating factor and a way to easily satisfy employees, but this is far from always the case. Whether socially or materially. Employees should get along, but also everyone should be on the same level and without preference if the superior understands some employees better. It happens that employees encounter mutual disputes in the workplace. We should solve this or at least keep it only outside the workplace and emphasize it to employees. Although we can divide employees into other work sections, if such situations accumulate, it will not be possible to separate all employees, especially if the work is teamwork. When creating work teams, we should also take into account the nature and behavior of the employee that we have observed. If we have more employees with leadership tendencies in the team, then it usually ends in conflicts rather than mutual cooperation and well-done work. Supervisors should be able to deal with calm rather than screaming and aggression. If we manage to achieve this, then the aesthetic and practical side of our workplace comes into play. Everything should be safe, comfortable and in order with health and safety.

Motivation plays a big role here and it would certainly be important to know the difference if used correctly. There is a lack of external motivation for employees, the need for fulfillment, appreciation and satisfaction that is why they are beginning to look for it elsewhere. Management should focus more on motivation and support the desire to work in employees. If employees are not motivated and are not offered anything new, their productivity will decline, there will be a lack of creativity, employees may have more aggressive or indifferent attitudes towards work requirements. When choosing a new job, each employee reading what the company offers. If our offer is not sufficient and positively different from the competition, there may be a shortage of employees, especially those with greater potential. "Motivating employees to reach their full potential is a key prerequisite for successful management." Eraldo Banovac

Part 2

The Personal Development Plan I made for myself. I focused on the skills and experience I need to have in order to successfully achieve career growth and personal development. I have been working in my current MWW job for 2 years. First, I used SWAT analysis to better understand my strengths and weaknesses. Personal development plan (PDP) is a process in which we set goals, evaluate and use our strengths and weaknesses, write a plan that leads us to achieve the goal. The plan should contain the goal, the resources we will need to achieve it, what the given goal will help us, where we will use it, and there should be no date by which we want to achieve the individual goals. It has been proven that if the time is not set, in most cases the goal will never be achieved.

INTERNAL	Strenghts	Weaknesses
	- Ability of fast learning - Manually skilled - patient - Calm - Leader behaviour - Good comunication skill - Smart - High education	- English - Kind - Honest - Every time staying on side of the true - Age - Less exprience
EXTERNAL	Opportunities	Threats
	- Training for higher position - Proving and testing experience - Fork lift licence - contract	- Other good skilled and qualified employee - Downsizig - Covid 19 - Health condition - Work envirnment

My main goal	Which goals I need to rich first	Time	Obstacles in the way	Immprove chances	Suport	Pluses of rich my goal	Minuses of rich my goal
Become a team leader	1.compleated all assignments 2. successfully finish level 5 3. get degree 4. prove my skills and experience in the workplace	3 years	-Health situation of my mother -luck of time -finance suport -looking for new job -change of interest or find different goal	-get good grades -get rewords at work place -be nominated like worker of year/month	-speak with teacher if I need some help -make english course -more reading books -student finance	-better salary -less hard manual work -more bonuses -better social status	-more responsability -stress -less day of in busy days -need to plan holiday earlier

Conclusion

I would like to say that I am very satisfied with what we had the chance to learn in this module, as it is a really necessary and important part of our field. As future team leaders or managers, we should know how best to motivate our team and what we can do about it. With good leadership and motivational skills, not only do we ascend, but we also give our employees a chance and we can pass on valuable experience to those who are capable. I was probably most enriched by motivational theories, whether they were Maslow's, Herzberg's or others. In my opinion, they have a really true concept and apply just as useful

after so many years if we work in a team with people. Despite mechanical advances and greater use of the robot or self-service machines, people are still needed both for operation with machine and in positions that cannot be replaced by such conveniences. The more we should value our employees and take care of their satisfaction and health in the workplace. For example, in the company I work for, employees continue to work regularly to perform their job duties and deliver food in to shopping malls. They do not have a chance to stay at home with 80% of their salary and thus reduce the risk of infecting themselves or their families by being in the team of other employees daily or having to use public transport to get a job. We still hear about how NHS workers are paid, but it shouldn't be just them. There are other professions which really risk their health for being able to provide others at least in some part, with what they were used to before the pandemic. All those who work outside the home during this pandemic and have no choice to want or no, should at least be evaluated and well motivated. I am a person who pursues his goals and with this study I am approaching one of them again. Through my conclusion, I would also like to thank the teachers who go through this complicated way of teaching with us. and despite the complications, they cater to us and try to teach us as much as possible. Nevertheless, I hope that we will soon have the opportunity to return to the normal course of teaching and not distance learning, as it is really very complicated for many of us, as we mentioned in one of our lessons.

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