

MANAGING PEOPLE

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INTRODUCTION

Managing people refers to that unique activity which helps in developing and refining the entire life of the person. It is a framework of providing training, directing employees and motivating workers for the productive work and this helps in promoting the professional growth in the working environment. It also assists in rousting the employees performance in a continuously nature. This report is based on the Tyrone Superstore Ltd. that is one of the prominent superstore in the UK and it is founded in the beginning of the 20th century. They have currently 14 stores and serve the quality foods in the markets. It has approximately 1000 staff members working in the organisation. This report is based on the HRM strategy that is helpful in fulfilling the organisational needs and robust the policies with the reference of training & development and employee engagement. it also helps in explaining the types of employment contracts with their pros and cons for both employees and employers. at last it involves managing grievances and disciplinary issues that is helpful in improvising the performance and morale at the workplace(Kamoche and et. al., 2015).

TASK 1

Develop a reasoned and balanced argument as why organisation needs robust and progressive policies and linked to HRM strategy

HRM policies refer to the process of constantly guiding on the various applications that place within the business firm in a way that helps in managing the workforce of the organisation. it is a formal rules and regulations that is mentioned to the employees and employers for improving the skills and standards in the professional life. It involves different policies that are helpful improving the performance of the employees and enhance their productivity that gives the robust results to the business firm. There are some policies and strategy in context of the Tyrone superstore that can be shown below(Zhang and et. al., 2015).

Performance counseling and discipline policy- It refers to that policy that is helpful for the workers that is provided by the managers to maintain the discipline within the organisation and with the objective of examine the performance of an individual. In this manager can focus on improving the performance of employees by regularly evaluating their performance so that they work in an effective way. In context of the Tyrone superstore, HR manager can use the performance appraisal strategy in regarding this policy so that they can examine the workers performance by knowing their behavior towards the work and results so that they provide the proper training and development session. This helps in giving the robust results to the organisation and enhances the profits for the company.

Staff retention- It is the effective policy that helps in showing the retention of the employees within the organisation so that they give the effective results and it helps in reducing the cost of the recruiting and selecting the new candidates. With reference of the Tyrone superstore, manager can focus on the employee retention for this they motivate and encourage the workers as per their needs and desires so that they give the productive result to the company. by using this HR manager can use the employee engagement strategy where all the staff members are engaged in their work and give the productive and robust results to the company.

Social media policy – It is very essential policy that is use as per the today's business environment. In this organisation mainly focus on their social media accounts and secure their goodwill on that because on this they attracts the large base of customers and enhance their sales and market share. In this HR manager of the Tyrone superstore can use a training and development strategy where they provide proper knowledge regarding the social account so that they can handle by saving form hacking and maintain their reputation on that. This helps in enhancing the sales and earning the more and more profits which help in increasing the market share of the company(Cascio, 2015).

Work health and safety policy – It is an important policy that a company can take by securing the employees health from any workplace injury which creates a hindrance in the productive work of the staff members. In this manager of the Tyrone superstore can follow a proper policy for the safety of their staff members so that their work cannot be affect and they give the effective results to the company. in this they can mainly focus on the

employee engagement strategy where they maintain the relation of the workers and encourage for effective work by providing healthy and friendly environment so that organisation gets the robust results and gets the higher profits.

TASK 2

Atypical employment contracts with advantage and disadvantage for both employers and employees

Employment contract refers to the rules, responsibility, laws that are taken by the company for maintaining the relation between the employees and employers and also managing the work at the time of high work load. It includes different types of employment contracts in context of the Tyrone superstores that helps in recognizing the status of the staff members in the company that can be shown below(Wirtz and Jerger, 2016).

Zero hour contract refers to the employment contract that is maintaining between the employer and employee. In this employer has no right to forcing the employer for the minimum working hours and the employees are not obliged to accept the time that is offered by the superior. In this workers are work without any time limit. It has be grown in recent years in the UK where Tyrone superstore can hire this type of employees when there is more work load and the firm needs extra workers to complete the task. in this two types of employees are included first is skilled and semiskilled labor for the shop floor level who can complete the work for earning profits and other is expert people who provide the advice to fulfills the task on the desired time(Gallo and Mihalcová, 2016).

Advantage for employees and employers – It contains the major advantage for the employees as they do not face any time limits and limited working hours for completing the works. And they also get the same holidays and all annual leaves that permanent employees can enjoy. On the other hand employers can also take the advantage as they get the workers without spending money on the recruiting and selection process.

Disadvantage for employee and employers- The major disadvantage for the employees is that they get the low salary as compare to the fixed time workers and contains the more work pressure because they work in the high time. For employers the major cons of this contract are that

they cannot stop the zero hour's employees to work with another organisation on the same time. This will face the leaking of information in front of the other organization(Saleem, 2017).

Part- time workers refer to those workers in which employers can more focus on the working time of the employees. In this mainly students are involved in this type of employment contracts so that they can manage their personal and professional very well. in this employees are working for the 30 hours in a week and it is most used contracts by most of the organisation. in context of the Tyrone Superstores they can hire a students as a part time workers so that they can happy with the low wages also. it can helpful in giving the productive work to the company and earns a high amount of profits(Prasad, Singh and Ryan, 2016)

Advantage for employee and employer – the major advantage for the employees of the Tyrone superstores is that they get flexible working hours because of this they can manage their life easily. They also involve in some different work as if they are students than they can focus on their studies easily which is more important for them. For employers it is benefitted as they get the workers on the low amount of salary that complete their work without taking any leave benefits.

Disadvantage for employee and employer- In these Tyrone Superstore employees contains the disadvantage for this type of employment contracts as they cannot get any holidays, vacation leave, any type of insurance facility etc. and if they cannot work for a day they cannot get the salary for that day. For the employers because of not enjoying the any benefits from the company side employees get demotivated and cannot work properly this will be the biggest drawback in part-time workers employments contracts.

Term- time workers refer to that contracts in which employees are hired for the particular work and contract may dissolve when the task can be achieved. In Tyrone Superstores manager can hire a candidate for the special task and achieving that task on time. in this they place an important t role in the company as they holds control the activities related to that task so that goals can be accomplished in the time frame(Satar, 2018).

Advantage for employee and employer – It is beneficial for the Tyrone employees as they work with their own choice and have the controlling power in doing that particular task. Also they offer the high salary as compare to above two contracts employees. For employers it is

benefitted as they get the help to complete the task on time and earns a high amount of profit which is more important for the business.

Disadvantage for employee and employer – The major disadvantage that a Tyrone employees can face as they will not get the benefits like leaves, vacations and insurance benefits. Because they are assign for the particular task and when the goal can be complete contract can be dissolved. For employers are they face the problem of assigning and managing the overall activities on the basis of that experts that the company can hire for completing the task.

TASK 3

How company manages grievance and disciplinary issues and considers these procedures effectively to improve performance and workplace morale

Grievance issues define the formal complaint that is done by the employee and forward to the top level managers. It includes the issues related to the unhealthy working environment, wage cuts, workplace harassment etc. In Tyrone Superstores manager can handle this type of issues by using some procedures that can be shown below(Wehrmeyer, 2017).

Check procedure for grievance – This is the primary step to manage the issue related to grievance in the company. in this HR manager of the Tyrone superstore can make and pass some guidelines for their employees so that if they face any problem they can follow these guideline for formal complaining the issue. This helps in satisfying the employees at the workplace that they get the positive results when they face any issue.

Examine and hold grievance- It is the step where employee can sign the complaint and top level can investigate as like a secret mission without knowing to anyone. When they the problem and issue is right than they take the further actions. in this they can organize all the working staff and ask them to the behavior of that employee to find the best idea to solve the problem. It helps in retaining and encour4ging the employees for the good work(Poremski and et. al., 2016).

Make decision and transfer to employees – In this step top level can take decisions regarding the problem and make justice to the victim by examine all the facts and information

related to that issues. In this employee can thank the managers to solve the issue so that they work effectively and efficiently.

Disciplinary issues Refers to that issues in which company can set the some rules and regulation to maintain the decorum in the working environment but it is not properly follow by the employees in the venture this will reduce the productivity and performance of working so that profits can be minimized. in this Tyrone superstore manager can take strict action when the employees are breaking the rules in the working place. To manage this issue company can follow some procedures that can be shown below(Howman and et. al., 2016).

Investigate – It is the first procedure where manager of Tyrone can focus on the employee behavior by evaluation on past and present basis. in this they can talk to their employees if they finds any issue regarding the bad behavior and provide the knowledge regarding this.

Inform employees to allegation – Inj this step the manager can give the warning notice if the employees are not taking seriously and do not follow the discipline policy. this helps in maintain the decorum and enhances the performance within the organisation.

State objectives and provide a copy- In this procedure manager of the concerned company can provide the pros and cons of not following the rules and regulations after giving the warning to them. so that they can avoid it and follow the proper rules and guidelines so that it will enhances the profits and performance of an individual in the working place.

Decide an outcome – In this procedure the manager of the Tyrone superstore can decide the outcome of following the proper rules and regulations so that task can be achieved and company earns a high amount of profits which is the important t part of any business firm.

CONCLUSION

From the above report it is to be concluded that the managing people is an prominent term for the business firm to manage and maintain the people and their performance by using motivating, directing and guiding techniques. In this project it helps in explaining the HRM strategy that is very effective to robust the organisational policies and employees performance so

that task can be achieved within a time frame. This report includes the zero hour contracts, part-time workers and term-time workers that helps the employees and employers in an effective way to and enhance the growth of the business environment. At last it shows the managing grievance and disciplinary issues by using effective procedures that helps in improving the performance of the employees so that they give effective results to the company and also boost their morale for working productively this will helps in retaining them within the organization(Douds and et. al., 2015).

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