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Individual Report on:
“Development of a plan by meeting the identified personal development needs and expectation of individual employees in a chosen organisation”

Johnson & Johnson

“For all you love”

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Introduction

During this report, the goal is to explain how Johnson & Johnson trains and develops employees in general, so it obtain the optimal performance levels for both parties whilst meeting the company objectives.

I have chosen Johnson and Johnson company because I have worked there as a Diabetes specialist, dedicated to the One Touch brand of glucometers. During that time, I was also doing my apprenticeship in Business administration provided by Johnson & Johnson. I was able to analyse how is the process and what it was required to learn when navigating from the healthcare role into business management. I used to take care of patients and their glucose meter over the phone; it was a mix of healthcare and customer services simultaneously, including a lot of administration work in between.

I have chosen Johnson and Johnson because they have a large Human Resources department around the world. I familiarise myself with how they develop the pieces of training and career development for the employees. I believe it will help me to develop and understand the personal development needs and the expectation of each employee within Johnson & Johnson organisation.

Based on the knowledge acquired during the many years in this company and understanding the code of ethics, mission, and vision, I will guide this new employee to maintain a high standard of professional and personal conduct to support Johnson & Johnson workforce's goals whilst pushing forward to a satisfactory and excellent career development.

The theory that will underpin this report is the career Development theory, because I believe it will be great to measure the employee performance.

And I will follow with the systematic approach or the Model of Training Process.

About Johnson & Johnson

Johnson & Johnson is a pharmaceutical company that hires over 130.000 employees around the globe. It assists the community with its many products, from consumers health products, medical devices, and pharmaceutical products since 1886 (Johnson, 2021).

Johnson & Johnson has many departments, but the department I will be talking about here is about "One Touch glucometers" t

Johnson and Johnson produce these glucometers for patients with diabetes type one or type two.

Patients will then have customer care support for any query and a variety of troubleshooting.

To provide excellent customer care, Johnson and Johnson hired a call centre in Kingston where employees answer patients call from all over Europe and South America.

To be hired to provide Diabetes care to patients is desirable that individuals have a great understand or clinical background, although it is not essential, because, at Johnson & Johnson, this new employee will be trained from day one and scratch about everything about the company and the products and services. There will be induction training with one calendar month of duration.

Purpose of Career Planning

According to CMI (2016), career planning carries a big responsibility because it is going to fulfil the own values of an employee, together with the interest and ambitions that will reach both personal and professional objectives.

It will help an employee understand who they are and help them feel more positive and confident about their future.

Having a written career plan will make an employee better understand their strengths, skills, and where they wish or need to work better when there is a limitation.

According to the University of York (2021), it is vital to set clear objectives with the end in mind because it will help employees follow a path and reach a goal towards their career development.

At Johnson and Johnson, career planning is essential; it helps the company keep moving up, growing revenue, and evolving, whilst employees will also level up together.

Johnson & Johnson achieve a goal through the employees, so we must look after the employees.

We attract these employees by:

- Hiring
- Training employees from scratch

- We look after them
- We help employees to reach their expectations
- We monitor and give feedback
- We manage compensation
- We manage incentive
- And we give Employees benefits

To move up the ladder, a Diabetes specialist customer service advisor will have the opportunity to go up and learn more about other roles until they reached the pinnacle of a career within the company, which would be a director account manager role.

1. Diabetes specialist customer service advisor
2. Diabetes Product specialist
3. Diabetes Specialist Team Leader
4. Team Manager
5. Learning Specialist
6. Quality Manager
7. Client Service Manager
8. Operation Manager
9. Director Account manager.

Employees at Johnson and Johnson will have the opportunity to join the escalation list with help.

Individual career planning, special training, one-on-one meetings, extra learnings, annual appraisal, and anything suitable, depending on this individual Learning Style, such as activists, reflectors, theorists, or pragmatists. At Johnson and Johnson, we respect employees individuality and use those traits in their favour and favour.

Individual Employee's Current Knowledge, Skills and Competencies

1. Knowledge

At Johnson and Johnson, this person hired to do a job as a Diabetes specialist customer service advisor will be required to know about maintaining a positive outlook, appreciating consequences and decisions, passion for helping customers. This knowledge is required because they will deal with the general public, customers looking for help to use our products.

2. Skills

The skills of a Diabetes specialist customer service advisor are:

- Good communication and engagement skills
- Decision making
- Exploring issues, events and problems from a different perspective
- Effective IT Skills
- Numerical Skills

- Soft Skills
- Personal learning and thinking skills
- Generating Ideas and exploring possibilities

These skills are expected because the employee will be dealing with customers over the phone and all sorts of issues.

For example, having good communication skills will help the customer feel appreciated and at ease, effective IT and numerical skills will help the employee deal with the work in the computer faster and the client will not feel the call is going to take longer than it should.

Having a proficient employee will ensure efficient care, suitable for the customers and the company. Also, employees will not feel that the work is exhausting.

According to Johnson (2021), an essential skill is communication because it will help communicate effectively with stakeholders, work colleagues and partners for different priorities.

3. Competencies

The competencies of a Diabetes specialist customer service advisor are:

- Proficiency using our bespoke software MIDAS – TRAINER and SUNRISE
- Understanding about Warranty Cards
- Contact Sheets form
- Checking for Open PI's
- Glucometer troubleshooting
- All errors
- Above range
- In Range
- Below Range
- Control Solution
- Meal tag
- Patient registration
- Meter exchange
- Potential Adverse Event (PAE)

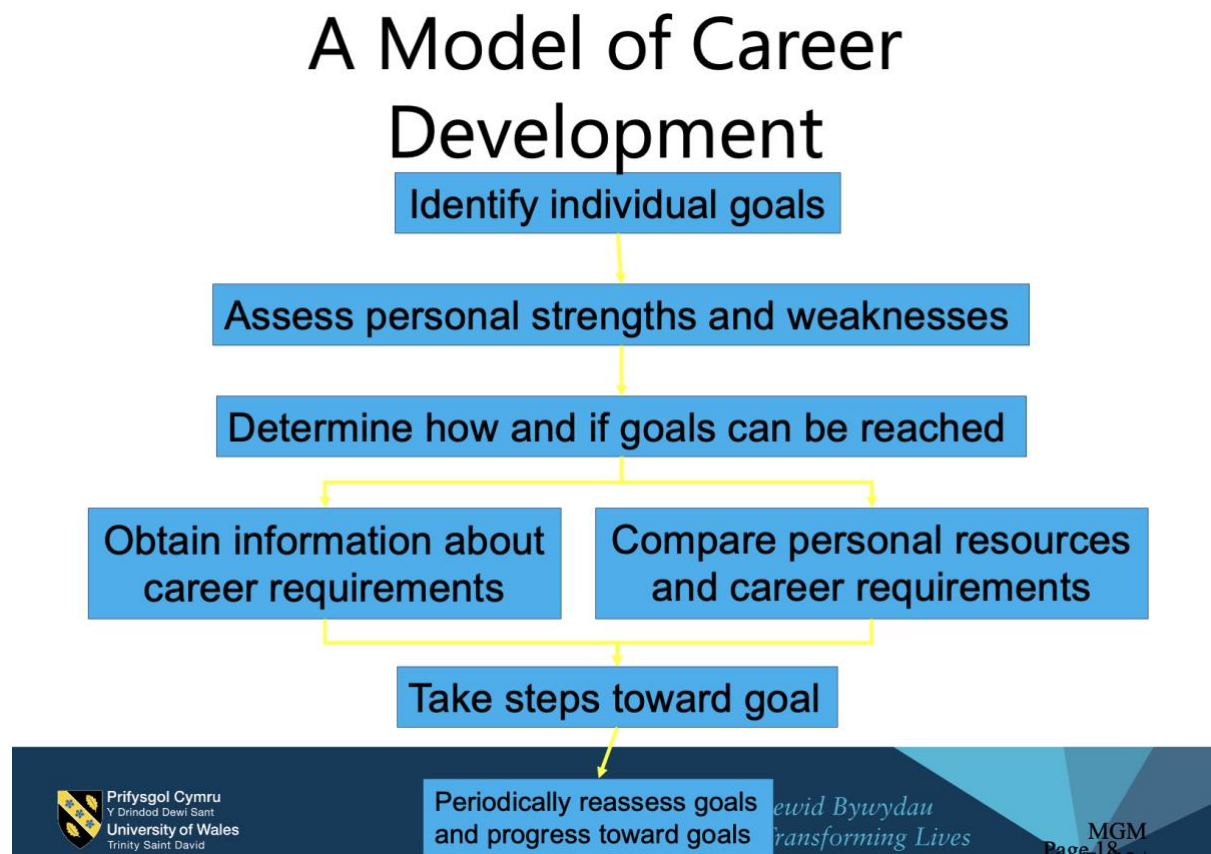
Our learning specialists teach all these competencies above.

Our learning specialists are qualified to teach employees during their induction period and the first steps after that and any other time when in doubt about the work. These competencies are vital to ensure excellent service delivery. It is something that an employee will only learn at Johnson & Johnson.

Individual Employee's Career Plan

To facilitate the individual career plan for this employee, I will be using a technique called "Model of Career Development."

Let us call this employee by the real name; her real name is Aditi. Aditi started working a few months ago as a Diabetes specialist customer service advisor. She has been trained and has developed herself very well within the company, and we are ready to do an individual career plan for her using the Model of Career Development.



Picture taken from Moodle - University of Wales Trinity Saint David Week 3

Individual goals:

To assess Aditi individual career goals, we will first identify her individual goals. Aditi wishes to progress in the company and would like to become a learning specialist.

From that moment when I took her SWOT Analysis, we came to discover her:

According to Pasteur (2021), having a personal SWOT Analysis will help manage weaknesses, so they do not cause any problem in an individual's work.

Please see below the SWOT Analysis for our employee Aditi.

- Strengths

Aditi has excellent work experience and great education, strong knowledge in all the technicalities of Johnson and Johnson diabetic meters. Aditi speaks three different languages, excellent transferrable skills, such as teamwork and leadership skills. Moreover, Aditi has the self – discipline and takes pride in delivering excellent work.

- Weakness

Identified one weakness, Aditi sometimes takes a little bit longer to finalise a call with clients because she likes to over-deliver and be extra careful when dealing with patients on the phone, and it can at times delay other patients waiting to be helped inline

- Opportunities in Aditi Career field

Maximised opportunities as a learning specialist, since Aditi speaks different idioms, she could deliver specialised tutoring in different countries within Johnson & Johnson company.

- Threats in Aditi's career field

Aditi, at times, arrive late at work and has absences.

Determining how and if goals can be reached:

Now having Aditi's Strengths and weaknesses in mind, we have identified that goals can be reached. However, Aditi will adjust her time management to deal with patients in a reasonable time frame and get to work in time and diminish her lateness or absence.

Obtaining information about career requirements:

- The specialist learning role supports training to new and ongoing employees at Johnson & Johnson in person
- The learning specialist prepares PowerPoint documents to deliver induction presentations and about new products or services too
- Prepares the training room and all materials that will be delivered to employers
- Sets up the projector
- Prepares the timetable ensuring employees have breaks from time to time

Compare personal resources and career requirements.

Aditi possesses most of the qualities and career requirements to fulfil a learning specialist role and will work to improve time management.

Take a step towards the goal

Aditi will work on time management for the next three months and fill up a spreadsheet about call duration and work on her lateness.

Periodically reassess goals and progress towards goals:

From now on Aditi will be reassessed every month and will have a complete revision in three months' time to get the career progression as a learning specialist.

Meanwhile, a training coach has been assigned to Aditi, and it will help and guide her on how to make good use of time management until she feels secure and turns it into a natural habit.

We hope that having this resource in place will help Aditi, the management, reach targets and the company. It's a win-win for everyone, as we all benefit from it.

According to Coaching Consultants (2021), coaching sessions create awareness, establish and increase self-confidence, and are key to highly effective performance.

If coaching doesn't work, we will then introduce a mentorship to Aditi because we believe she would benefit further from a more senior staff member.

According to Investor in People (2021), a mentor is a successful person who has already reached the top of their career.



Scheduled Annual Review and Performance Assessment Plan

After having an individual career plan, we have also scheduled an Annual review and Assessment plan for Aditi.

The Annual Performance Appraisal will be led by the management together with the HR Team, and it will cover all the aspects such as:

- QMA's
- Survey ratio
- Attendance
- Lateness
- Open SR and PI's
- Customer Focus
- Leadership and team building
- Adaptability overall
- Innovation and problem solving

Before ending, I would like to highlight that workers are allowed to design the work because it facilitates and leads to more achievement.

Conclusion

In Conclusion, I understood that it is vital for a human being to have career development and goals along their work lifetime.

Having a purpose and an individual career plan will help the employee to feel more excited about the work-life and hope that progress can happen.

It will also help the company fulfil the goals, mission, and vision and make sure everyone is working together and in synchronicity towards personal and professional development and growth.

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