

Qualification: CIPD Diploma in Applied Human Resources

Module Name: Developing Professional Practice in Human Resources

Activity Three

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By signing below, I confirm that the work/evidence presented is my own, unaided work. I understand the regulations pertaining to candidate malpractice and the action that may be taken as a result.

Signed:



Date: 16<sup>th</sup> November 2018

## Activity Three

In 2014 I headed up the project for The Premier Group Investors In People (IIP) Accreditation with an objective of increasing the level of accreditation to Silver, an improvement of two categories. We achieved this and in 2017 I headed up the project again, our objective this time was to ensure that we maintained our Silver status, but personally I was aiming for Gold.

### Index and Evidence Matrix

Within this portfolio you will find:

|                |                                                         |                                                                                                                                                                                       |
|----------------|---------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>3.01</b>    | <b>Agreement with Investors in People</b>               | Reached following negotiations with Senior Management team, especially around increased costs for the new 6 <sup>th</sup> Generation Accreditation.                                   |
| <b>3.02</b>    | <b>Email Evidence</b>                                   | Supporting evidence from Steve Evans MD confirming our discussion and challenges around increased costs.                                                                              |
| <b>3.03</b>    | <b>Project Plan</b>                                     | Timetable of IIP Accreditation Project, initiation to annual review covering the 5 steps of project management.                                                                       |
| <b>3.04</b>    | <b>Supporting Evidence</b>                              | Correspondence relating to the progression of the project between stakeholders.                                                                                                       |
| <b>3.05</b>    | <b>SMT Brainstorm Meeting Confirmation</b>              | Email confirmation to SMT Stakeholders confirming brainstorm event for IIP                                                                                                            |
| <b>3.06</b>    | <b>Results of Brainstorm</b>                            | IIP As-is Heat Map following SMT brainstorm (16/02/2017) to determine where we felt we were in our IIP journey.                                                                       |
| <b>3.061/2</b> | <b>Additional Brainstorm Evidence</b>                   | 2 examples of other brainstorm activities.                                                                                                                                            |
| <b>3.07</b>    | <b>Evidence of Monitoring &amp; Progressing Project</b> | Supporting email, data provision, interview schedules & associated calendar entries, confirming the planning & monitoring of the project.                                             |
| <b>3.08</b>    | <b>Final Report</b>                                     | IIP Insights Assessment Results Report.                                                                                                                                               |
| <b>3.09</b>    | <b>Certificate</b>                                      | Certificate of accreditation demonstrating the success of the project.                                                                                                                |
| <b>3.10</b>    | <b>Press Release</b>                                    | Management of press release with Seren Global Media and copy of press release in Business News Wales.                                                                                 |
| <b>3.11</b>    | <b>IIP 12 Month Review and Feedback</b>                 | Agenda and Interim Report, demonstrating the ongoing monitoring and review of the project                                                                                             |
| <b>3.12</b>    | <b>SMT 12 Month Review</b>                              | SMT agenda and JT presentation. 12 months after the success of the project we continue to monitor and review our success, feedback the results and strategy for the forthcoming year. |
| <b>3.13</b>    | <b>Robert Parker Feedback</b>                           | Witness statement regarding the IIP project management provided by Robert Parker IIP Assessor                                                                                         |

**To summarise the contents of this activity:**

The documents provided demonstrate the management of the 2017 IIP project from initiation to the closer and review of the project.

In 2017 the IIP format changed and the cost had increased. As a small business the increased cost was a challenge, I spoke with our Managing Director who at that time believed the increased cost did not justify the benefit of the accreditation, by utilising the relationship we have, demonstrating how this would be an investment rather than a cost and creating the vision of how this accreditation would look on our literature, letterhead and job advertisements I was able to gain his agreement, Yemm, (2008) points out that various approaches are required to influence others, three of which were used in this discussion, friendliness (our relationship), vision (visualising how this would look) and bargaining (this is an investment not a cost).

I then engaged with the rest of the Senior Management Team (SMT). The evidence for these meetings is provided in email, meeting requests and results of our brainstorming session to determine where we were in our IIP journey. I have provided some other brainstorming results to demonstrate that this type of activity occurs in a variety of ways and is produced in different ways.

The stages of project management are split into the five steps, which Horn, (2009) and Johns & Perkins, (2016) define with very similar phrases and definitions. This particularly project has followed those same steps which I have demonstrated in the following ways; planning with the project timetable and the interaction and negotiation with the stakeholders. Execution of the project by ensuring the facilities were available, staff were prepared for receipt and completion of their surveys and interview arrangements were set up and confirmed with all parties.

Throughout the project I was engaged with staff to remind them of the importance of completing the survey, attending the interviews and focus groups set up for them and controlling the project results by way of regular feedback from IIP on the percentage of participation.

Closing the project and reviewing it at various stages has been a large part of the project, Gold Standard was awarded which was communicated in the press. We conducted a 12-month review after which I met with the SMT to provide further feedback via a presentation.

In my particular organisation and area of work brainstorming and including teams and departments is the most common method for analysing and resolving problems and I have demonstrated this in this activity, however, other methods that I have used previously are Root Cause Analysis and The Five Whys, Lean Six Sigma Belgium, (2018) both in a manufacturing environment and reverse brainstorming which can really engage a team bringing a new perspective to generating ideas Mind Tools, (2018).

## Reference List

- Horn, R. (2009). *The Business Skills Handbook*. London: Chartered Institute of Personnel and Development.
- Johns, T., & Perkins, G. (2016). Developing Professional Practice. In T. Stephen, & C. Woodhams, *Studying Human Resource Management* (pp. 67-85). London: Chartered Institute of Personnel and Development.
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