

Module name – Developing and Managing Individuals and Teams

Module Code – LCLM5002

Student Name – Maciej Olesik

Student ID – 2411402

Assignment Title- Individual Report

Lecturer Name- Amer Kareem

Executive summary

The assignment has been delivered with an understanding of the specific factors, like business transformation through digital technology and driving working arrangements. Besides, it has highlighted the key recommendations that can help in addressing the issue, such as staff training initiatives and hybrid working systems. The assignments also discussed the different contemporary hr practices that are required to address some challenges. Additionally, the report in relation to contemporary practices showcased the way managers implement contemporary processes through strategies. Managers implement within the organisation as a matter of urgency. The report highlights the HR addressing the issues related to business transformation, digital technology trends and flexible working arrangements.

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Introduction

Human Resource Management is a strategic approach that helps in managing the organisation's employees to achieve business goals. The assignment will deliver with the outline of the specific factors related to business transformations, such as digital technology trends and the flexible working arrangements within the scenario and context of Marks and Spencer. It will outline the effective HR practice to address the challenges. Additionally, it will deliver a critical evaluation of the way departmental managers will help in implementing contemporary practice to mitigate the matter of urgency through effective recommendations.

Specific factors related to business transformation

Business transformation refers to the fundamental strategic rethinking and restructuring of the organisation's structures (Pillarisetty and Mishra, 2022). It can be due to factors such as technological advancements, regulatory changes, market dynamics and economic pressure. The detailed explanation of the topic is listed below:

Technological advancements: The recent trends are the new technological opportunities for business efficiency and disruption. The technological advancement has led to the rise of ethical concerns (Alexander and Kent ,2021). Marks and Spencer have faced significant issues related to technological advancements. The most notable major cyberattacks in April 2025 have disrupted the in-store operations of the company in Birmingham (bbc, 2025).

The changing customers of customers towards creativity and experimentation can result in business transformation. The customer preferences towards technology and quality products have been reflected in their purchasing decisions. It can broadly impact companies such as Marks and Spencer. Additionally, there is a need to implement it within the company practices to cater to the changes in the market.

As per Sposato et al (2025), the technological advancements have enhanced the opportunities while engineering the cornerstone and rephrasing data price and the potential bias within the implementation process. Additionally, the way it hinders the organisational processes through its impact on data-driven decision-making. It constitutes a risk of dependence on technology. Hereby, resulting in the need for business transformation through HR practices and the need for technological advancements and skill development

As per Rachmad (2025), the board HR practice within a wider organisational context has shown the need to map out the future trends. It is to understand the evolving industry trends and the requirements. Besides being one of the effective parts of the organisation, Human Resource Management requires implementing change within the practice, often evolving and meet the needs and the customer preferences of the customers, their needs and remain competitive within the industry.

Regulatory changes (Flexible work arrangements): Policy changes within the working arrangements impose a challenge on business organisations through enhancing talent. Work-life balance is one of the critical aspects in the modern organisational engagement, as the social influence and the employees' preferences have been changing. The UK flexible working arrangement, governed by the Employment Relations (Flexible Working) Act 2023, has allowed employees to request changes to their working hours, place or patterns. Employees can make two flexible working requests per year from their first day of employment, and the employer must respond within two months (papershift, 2024). Fostering significant working policy and strategic changes can be adopted by the organisation to include shifting customer behaviour and intense competition.

According to Bello et al (2024), work-life has become one of the most important parts as the organisation's freedom from the traditional workplace structure requires adaptation to the changing policies within the environment to remain competitive and also acquire talent within the market. The policy change relates to the flexible work arrangements has been due to the two increases in usage and the changing landscape within the organisation. Additionally, HR professionals require the depth of the practice of the policy and also maintain a healthy environment between the professionals and the personnel work to enhance employee well-being, through fostering organisational success.

Marks and Spencer have been adapting to policy changes to remain competitive. It is due to the decline in store sales due to the intense competition and the supply chain disruptions. It has resulted in operational inefficiency and also impacts the brand image and identity. This issue can severely impact the firm's employee turnover rates. Hereby, required to cease its plans by focusing on the recent change in policy implementation within the organisational HR policies.

Different contemporary HR practices

HR practice refers to the formal process, policies and strategies established within organisations to manage employees effectively.

Selective hiring: It is one of the recent processes used by organisations that helps to strategically hire employees within the recent competitive and changing landscape (Koren, 2024). The technological advancement and the customer preference for the customer requirements require effective requirements the employees on the basis of the industry requirement to cater to the evolving customer requirements.

Contemporary hr practices primarily focus on the strategic, technology-driven approach to managing talent (Pan and Froese, 2023). Primary aspects involve prioritising the well-being of workers, flexible work arrangements and depending on AI for efficacy in areas like recruitment and managing performance. This also encourages a culture of constant reviews and feedback and helps to grow professionally. It focuses on the physical, mental and emotional health of the workers and promotes better work-life balance. This also helps to create employee-centred onboarding programs to set them up for success.

Contemporary hr practices to address business transformation

Addressing business transformation with the help of contemporary business practices includes moving from an administrative function to a strategic partner role (Mayrhofer et al., 2021). Leveraging technology and data analytics to align employees' strategy with the overall company's objectives. Human resources work closely with the executive leadership to acknowledge the vision of the company. They develop training and retention strategies that actively support the objectives. Integrating a cloud-based HR management system, a recruitment tool powered by AI to enhance operational efficacy and reduce errors. This has allowed the Hr team to free up for more strategic work. They also utilise reviews and feedback of employees and use them to enhance performance and engagement. These insights also inform strategic decisions, succession planning and recognising skill gaps rather than purely depending on the intuitions. HR plays a significant role in guiding the company through change

by communicating effectively about the reasons and benefits of transformation. Recognising the future skill requirements with the help of workforce planning and development.

Contemporary hr practices to address digital technology trends

Contemporary HR practices address digital technology by integrating an AI-driven tool for hiring and analytics and integrating digital learning platforms to support hybrid work models. Digital HR strategy involves investing in the Align technology that aligns with the overall business objectives (Vrontis et al., 2023). This also defines a precise and clear roadmap for integration. Evaluating the existing HR technology to recognise gaps and opportunities for enhancement before investing in the new solutions. They may start with small pilot programs to test new tools and gather reviews and feedback. They may depend on the AI-powered tools to automate tasks like CV screening and chatbots to support employee and answer their queries. Integrating digital portals that may help the workers to manage their own information, like updating their details, or accessing tax forms.

Contemporary hr practices to address flexible working arrangements

Contemporary HR practices manage flexible working hours by aiming at generating precise and clear policies, leveraging of technologies. They further focus on the result-oriented culture that has trust and accountability. The objective is to balance workers' needs for autonomy and work-life integration with the company's goals for productivity and collaborations. HR may move beyond informal arrangements to generate a precise policy that may guarantee fairness and consistency. Defining roles which can be remote or hybrid that may be suitable for specific arrangements. They may accomplish a transparent process, clearly defining expectations for communication. Tiggly may also establish a transparent process for workers to request flexible work that may include trial periods.

A critical evaluation of the way departmental managers ensure contemporary practices are being implemented

Implementing contemporary practices urgently requires managers to actively champion change, allocate resources, and measure outcomes, while fostering a culture of continuous improvement and clear communication (Reconnect, 2024).

Critically evaluating managerial actions implemented in a time of urgency:

Departmental managers play a vital role in driving rapid implementations through key strategies like

1. ***Establish a clear vision and urgency:*** Managers must specifically define the new practices and communicate a compelling case for immediate implementation. They should clearly articulate the benefits and risks of inaction. As a result, it creates a shared sense of urgency and purpose across the department (iescomm, 2025).
2. ***Provide necessary resources:*** Urgency requires dedicated resources. As a result, managers must ensure that teams have the necessary tools, budget, and training to adopt new practices. Moreover, this may involve reprioritising projects and securing the necessary technological support to avoid bottlenecks and resistance.
3. ***Lead by example:*** Department heads must visibly embody the new practices themselves. When employees see their leaders actively using and promoting the new methods, it signals genuine commitment. Additionally, it aids in the adaptation of top-down directives alone.
4. ***Foster psychological safety and feedback:*** Rapid changes can be disruptive, resulting in the creation of an environment by the manager. Where employees can feel safe to experiment, make mistakes, and provide honest feedback without fear of punishment. Only open feedback channels allow managers to quickly identify and address implementation challenges in real-time.

5. ***Develop clear implementation metrics***: Tracking progress effectively, managers must establish measurable Key Performance Indicators (KPIs) related to the new practices. Regular monitoring of these practices aids in identifying areas lagging in adoption. As a result, it allows for timely intervention to keep the implementation on track.
6. ***Iterate and adapt to test changes***: A critical evaluation revealed that a rigid implementation plan often fails. Effective managers address the rollout as an iterative process, gathering data, evaluating what is working and making necessary adjustments quickly. It ensures the process remains relevant and effective. Before a full-scale rollout, managers can conduct trial runs of new processes within a specific team or department. This helps identify potential issues, gather real-world feedback, and refine the process based on experience (Ryan McCreedy, 2023).
7. ***Data-driven decision-making***: managers can leverage data and metrics or KPIs to monitor the progress and impact of the new practices. As a result, it allows managers to make timely adjustments and informed decisions.
8. ***Recognition and reward system***: Acknowledging and rewarding employees' efforts and success throughout the transition. That helps managers to maintain momentum, motivation, and a positive work environment.

Along with these urgent, concrete steps, departmental managers ensure contemporary practices are implemented effectively. This results in becoming embedded in the daily operations of their teams.

Recommendations

The assignment has outlined the major issues, such as technological advancements and flexible working arrangements. The recommendations based on the issues are listed below:

Staff training: Technical advancements and the issues faced recently in data privacy require staff training to identify elements of data breaches. Besides focusing on identifying cybersecurity risks through education on the key elements can help in minimising the issue's further escalation (nordlayer, 2024).

Hybrid working systems: Marks and Spencer requires implementing hybrid working conditions to enable hybrid collaboration for each role. Besides can also help adhere to contemporary changes in the practices (envoy, 2024).

Conclusion

The assignment has been delivered with the understanding of the business transformation factors. Besides has also outlined the way the specific business transformative factor, such as digital technology, to the flexible working arrangements impact Marks and Spencer. Additionally, also highlights the centrality of HR practice to assess factors such as digital technology and flexible working arrangements. Additionally, ha the way department manager can implement the contemporary processes in a matter of urgency, through traditional recommendations like staff training and the hybrid working systems.

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