

Developing achievements and workplace achievements

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Introduction:

Within this report, I will be highlighting how important training and development is to a business, as well as the employer and employee. I will also discuss how essential rewards are for the growth of the business. Rewards recognize good work and are a form of motivator to the individuals in the business. Keeping up with the employee performance allows the employer to stay assertive on what is happening in his/her business. I will be exploring the benefits of reward management in the workplace. I will be discussing different theories and the benefits of certain types of management in the workplace, like the reward management as well as giving examples of what they do in my business and why employee engagement is important will be explored too. All my evaluations will be based upon my garage business. I will also be making a detailed personal development plan for my business and how I can improve my business and achieve the goals of my business.

Critically evaluate the importance of training and development in my garage and how it supports employee satisfaction and business performance:

Training and development is crucial for business to become more successful as there is a clear link between business success and employee performance. When the employee is monitored and when the employee has training that allows them to be better at their tasks, this means only more success for the business. In my business there is regular training the employee must attend so that they are up to date with the latest methods. To make training success you must set clear, realistic goals (isizsigma.com, 2020, Ziman). Training helps increase the teamwork within the business and the morale once they employee start working together and understand they are in it together. When employees work together it helps the business run more smoothly, as the fewer negative interactions with the employee means the less drama and hostility between them. It also reminds the employees that it is a professional environment and they must keep it professional.

The more training there is, the more the employee will recognize they are improving themselves and this will boost the confidence of the employee too. Once they feel like they can do better job after training they will also motivate them to want to do more training too, to increase the business success (managementhelp.org, McNamara) As the society advances changes in training are happening, so modern practices should be taught as the advancements are made. As the employees come from all walks of life is it important, they are all on the same page and working with the modern world. There could be training that' is more slide based where they will have to write up what they learn such as the business policy. Their knowledge has be strong as mine on the business as that will look good on the reputation and generally they should be able to answer the questions of the customers, other training

could include more physical aspect like keeping up with the modern and traditional techniques of a mechanic.

As we will have workers of all ages any employees that are fresh will need to know traditional methods and older workers will need to know the more modern methods. For this day and age, it is important to give up-to-date and training will be essential for the development of the business and the maintain of sharpness in the workers skillset. '68% of workers said training and development is the most important workplace policy 35% of employers said on-the-job training morale in the organization.' (go-gulf.ae,2018) These statistics support the idea that training is a success factor of a business.

Staff training is so essential as it reduces the chances of faults with the staff, the more training there is and the more skilled they will become to perform better in the business. When the employer is interacting with the staff within the training it boosts the morale of the whole workplace as well as the productivity and it also makes sure that every individual in the business is pulling their weight too. (Nibusiness.info.co.uk).

In my garage business, is it essential to keep training as we have to stand out and our garage success depends on our employee's service mainly. The skill and the service are what makes us stand out and this is another reason why training is important. Training is not only learning how to complete your job and learning new methods up to methods, it is also about learning how to get along with your team, serve people to a good standard and keep on top of your own tasks.

Development has a two-fold importance as not only does the development of the employee help the company, but the employee can personally develop and gain transferable skills. Every employee has room for improvement. When training and development is regularly carried out it normalizes dressing weakness and improvement for the individual's employees without making them feel insecure of their skill and less worthy in the business. It allows them to understand everyone needs to train constantly to become even better. The strength of my business is that everyone in the business helps the each other with their weaknesses. The cohesion of the workers is what brings success to the business.

When an employer invests in the development of the business with more training, better equipment and working area. This helps the employees feel safe and secure where they work. As this is a garage there a lot of machinery so the employees must be taught how to handle hot and heavy material without harming themselves and a lot of garages have hazard, that why is it important to enforce regular training. The money the business put into the employee it will reflect in the success.

Critically evaluate how reward makes an impact on organizational performance using at my garage.

Reward management has many benefits. In my garage, the reward system is crucial because it helps recognize the well working staff and is a form of motivation for many people in the business. It gives the rewarded confidence in their abilities. The rewards set a standard of the best working and the other employees will have that as a example of what they should try and aspire to be like in terms of working.(perkbox.com, 2018,Grewar) Reward management also promotes motivation and productivity as it shows engagement between the employee and employer. More modern organizations hold their own employees as the company's biggest asset and key to success. Being able to take care of employees means being able to satisfy their needs. This means both financially and non-financially, when the organization ignores the requests of the employees and their needs, their employees become less satisfied and this will cause a decrease in success of the business. (Textroad.com.2021) The main purpose of a reward system is that it recognizes the good being done within the business. Psychology experiments show us that rewards positively reinforce behaviors. B.F Skinner explains in his theory of operant conditioning that in positive reinforcement, a behavior is strengthened by rewards which leads to repetition of the desired behavior (Skinner, 1971).

They are three types of reward management non-financial and financial reward management: Membership versus Performance-based, intrinsic and Extrinsic rewards. One of the theories that involves reward management is incentive theory. This theory suggest that individuals are pulled towards behaviors that have a reward and they stay away from actions that has consequences. (verywellmind.com,2020, Cherry). It was built upon other theories by others psychologist such as Clark Hull. Examples are studying to get good grades or running a marathon for good reputation and recognition. And people avoid actions that lead to consequences like doing illegal drug being arrested. This theory mainly suggests says your action are directed to a reward. A good example of a this is money. It could be a reward and it most definitely is a motivator for the workplace and people will do actions to achieve this 'reward'.

The benefit of the reward management is that is brings value to the employees' performance and presence in the business. They are more likely to stay loyal to the company when they feel appreciated. In my garage the most well performed with the best sales has a pay raise for that week, and this is so effective as it encourages people to perform to their best abilities, whilst there is an award (money) motivator. If everyone is on their best performance to achieve this reward, then it means that the overall performance of the team will be much greater. Many employees find reward management fun, giving them something to look forward. This also is

beneficial as it reduces absences when there is a reward in place and the employees enjoy being at work, they want to come in. The less absences they are the better it is for the business to complete their tasks much quicker. (Pierce and Steers.2021). The commitment they will have to the organization if they are recognized and valued will increase and this is shown through reward management.

Individual reward scheme is also so important like within my garage a target is set out to the employee dependent on their weakness and strength. If the target is met, then they are rewarded. This pushes the employee's performance and is a form of training as they have specific targets. It helps the employees feel good that their work performance is improving, and they are being recognized for their efforts in the business. Rewards can either be extrinsic or intrinsic. Intrinsic means something that motivates someone to do something like Pride in your work. Feelings of respect from supervisors and the other employees. Extrinsic rewards are most commonly financial or tangible rewards given to employees, such as pay raises, bonuses, and benefits. Both these types of rewards are very effective. Intrinsic rewards are more personal and help the employees with their confidence in the workplace but speaking upon my experience in the garage extrinsic rewards work better, and the employees enjoy them more as money is a great motivator for money.

Critically evaluate the role and importance of employee engagement at my garage.

Employee engagement is so important at a workplace for many reasons. Employees that are engaged with their work and their employers are more likely to stay at the job and perform well. If they become unengaged, they will most likely not perform well and find the job harder to do as they have no interest to even do the job. When there is motivation behind a job the business is at favor too, as each task should be executed with great amount of attention to be successful. This is why the relationship between the employee and employer should be good as it favors the business. Organizations with high engagement tend to reduce both turnover and hiring costs and disengaged employees are a major factor contributing to high employee turnovers (socialchourus.com, Brook)

When the employees have a passion for what they do, or they are hard workers it brings effect on the people they are around motivating them to work too and setting the tone for the business workplace atmosphere. They eventually spread their motivation to their colleagues and is essential as any lazy workers can also effect the rest bring efforts down, in the long-term effecting the business so therefore having determined, engaged workers is a key factor to success in a business.(insync.com)

In today's workplace, there is a lot of competition in every work field. The engaged customers are what makes all the difference. For example, in the garage, when making any car parts, if

any of the works become lazy and take too long or do it wrong it reflects the business and that will give a bad name to the business. Similarly, if someone is engaged, completing the task fast and well that is how we will build a great reputation for our business.

Being engaged even applies to me when I am in the workplace most definitely. This means I have to keep pushing myself even when things are difficult because it is a big key to success as well as if I keep up my hard work others workers will follow the lead too and surely my customers will pick up on the great service. To achieve a successful business, employees must do everything they can to manage and control everything, whilst putting in the hours to keep the business with high success rates.

The theory of employee engagement states the leaders of an organization must ensure that all their staff members are completely engaged, that they are fully switched on at their jobs. This can be done in several ways as previously mentioned the reward management scheme is an example, or simply just monitoring them. This theory is heavily implemented in today's workplace because many organizations have head bosses, and bosses under them to monitor the work of those working in their team. The hierarchy means that someone is always being monitored to ensure they are carrying out their tasks and not doing a bad job. William Kahn in 2015 stated that 'approaching employees as true partners instead of a worker below or above and having good communication by involving the employees with decision making is what is the key to success.' This what Williams Kahn's thoughts of the engagement theory. (peakon.com)

The key drivers for employee engagement are taking in the employee's suggestions, so they feel valued and have an active role in the actions of the business. Within my garage business, I like to get feedback of my employees every week and ask if there's any improvements or suggestions. I will listen to them carefully and take in all considerations seriously. The employee will feel proud once they see their idea was taken in and successful, it will push them to suggest more and feel a loyalty to the business to as if it is their own, as they are seeing results from their recommendations. (emplyfy.com) when an employee is assessed to do a job, their strengths and weaknesses are assessed too, if you make an employee do a task involving their strengths they will more likely be engaged in comparison to doing something they know they lack it. This is another reason as to why training is important as that's where they will tackle the issue of working on the fields, they lack in. The relationship between the coworkers is important too, the more friendly and well working unit they are the more likely they will be good engagement. If there is constant conflict and tension, there will be a lack of engagement and a decrease in good performances. In the garage tensions are resolved straight away and we are constantly reminded to remain professional, not letting

our personal matters between anyone effect our work life. Team building exercises are a very effective way of bringing the cohesion in the workplace, this can be done through the training they will all have to take part in.

The goals that are set for the employees and the reward system is a way of engaging the employee as mentioned before but any goal support, whether it be your employer or fellow employees supporting you helps the employee feel engaged to do better. There is a sense that everyone wants you to do better so you will want to do better yourself. Another key driver for engagement is when the employee respects the employer. When there is an understanding that the employer is just and trying their best, the employee will feel the need to do a good job for the employer. Good leadership skills guide the business to success as the leader has a great effect the rest of the individuals around them, they set the tone. When the employee feels as if they are developing and they are being acknowledged and praised instead of being ignored or constantly over looked they will feel need to keep pushing themselves to do better as this brings value to the employees in the workplace.

A personal development plan (PDP) to meet the identified organizational needs of a manager working in my garage.

<u>Objectives</u>	<u>The important of the objective</u>	<u>Actions</u>	<u>Results</u>
Communication skills.	Effective communications skills are key to running a business as this prevents any miscommunication. good business relationship with the employees can be formed.	Have different means of communications that include emails, messages, group chats etc. it's the fastest way of communicating and most convenient. As well as regular in person meetings.	Allows everyone to feel heard which leads to an overall better team morale and chemistry.
Leadership skills	As I will taking the lead role, I must understand how to manage a team. Every great team has a great team leader. It is important not to boss employer but to lead by example.	I will study leadership, look at some example of famous leaders and find out what made them good at their role.	This allows for the business to function smoothly and stay on track. If the team was to fall off track, this can be recovered by

		I will then adapt what I have learnt and fit it into my business.	implementing leadership skills.
Positive attitude	Positive attitudes leads to an environment where employers want to come to work, instead of finding it tedious and boring.	I will lead by example and showcase what it means to have positive attitude in the workplace. I will encourage this attitude in the initial employee training.	There is a link between the attitude of the workers and productivity. This maximises the efficiency of the team.
Multi-tasking	In the context of my garage, this a key skill as multi-tasking is required throughout the day.	I can only hire employee that can multitask effectively. Fun tasks and games can be incorporated to improve this skill.	This will set us apart from other garages as we will be able to produce quality work in the quickest time, this will lead to good business reputation.
Negotiation skills	This skill allows businesses to save money, especially if they are able to source an item for the best price. I have built up good negotiation skills with my experience.	I will use my skills to find some partner companies in which we can form a contract to help each other, where the deal is good and works both ways. Applying the concept of 'you scratch my back and I will scratch yours'.	Promotes networking between other businesses. Money and time saved. Increased reputation through affiliation of partners.

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