



Prifysgol Cymru  
Y Drindod Dewi Sant  
**University of Wales**  
Trinity Saint David

# Training Development Project

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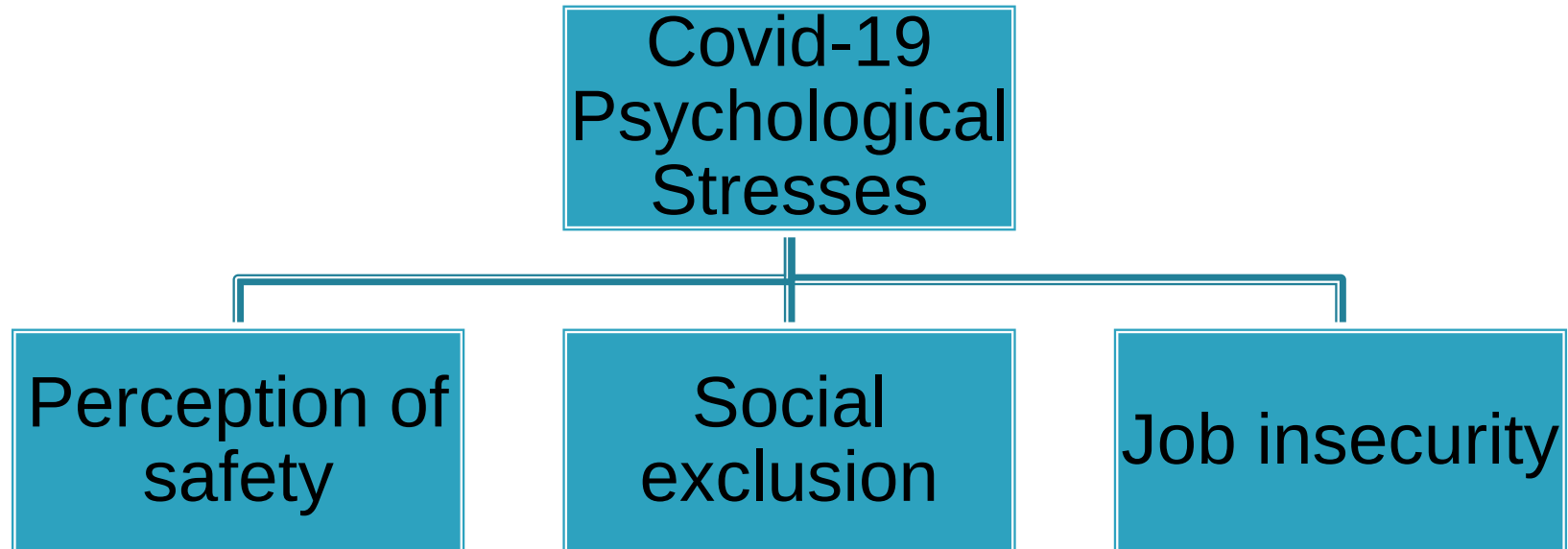
**BMSW 5104** Managing Projects in the Organisation.

**Lecture name:** Charles Nwaogwugwu



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## COMPANY: THE REAL GREEK



# The QUAD Chart

## PURPOSE:

- *To integrate employees in the work environment after Covid-19 and enhance the connection between them.*

## STAKEHOLDERS:

- *Upper management (internal)*
- *Employees (internal)*
- *Customers (external)*

## DESIRED AND RESULTS:

- *To improve communication skills*
- *To acquire new knowledge*
- *To boost their connection (share goals, ideas)*
- *To motivate for professional development*

## MEASURES OF SUCCESS:

- *Increased positive feedback*
- *Increased productivity and quality of work*
- *Employee retention*
- *Higher morale*
- *Improved staff communication in a pleasant work environment*

## STAKEHOLDER ANALYSIS TABLE

| Stakeholder      | Priority | Stakeholder's perspective                                                                                                                                                 | Action                                                                           |
|------------------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| Upper management | high     | <ul style="list-style-type: none"> <li>Improved employee performance</li> <li>More satisfied employees</li> <li>Advantage over the competitors</li> </ul>                 | Communicate frequently, take attendances and get feedback for their performance. |
| Employees        | high     | <ul style="list-style-type: none"> <li>Acquire knowledge and skills</li> <li>Increase their team spirit</li> <li>Find motivation for professional development.</li> </ul> | Participate in the training program for professional development.                |
| Customers        | low      | <ul style="list-style-type: none"> <li>Better customer service</li> </ul>                                                                                                 | Enjoy better service and give good feedback                                      |



# Work Breakdown Structure

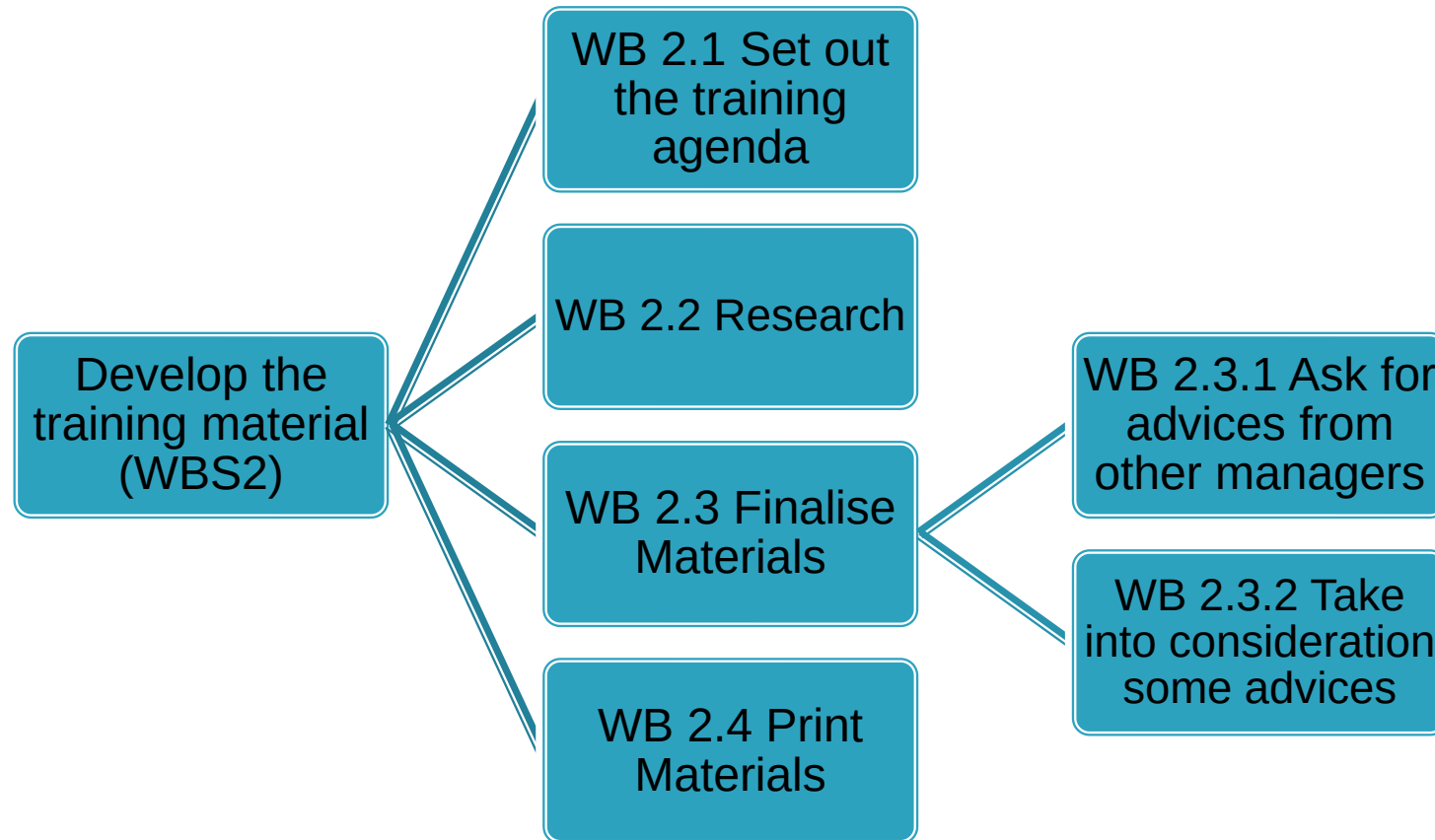
WB 1. Organise  
Meetings with SM

WB 1.2 Second  
Meeting with SM

WB 1.3 Secure  
Approval

Get Approval  
(WBS1)

# Work Breakdown Structure



# Work Breakdown Structure

Market the  
training (WBS3)

WB 3.1 Sent emails to  
inform the staff

WB 3.2 Make sure that  
they saw the emails

WB 3.3 Advice them to  
take part in the TP

# Risk Management

## *People-related (Organizational Management / People Issues)*

Personnel might not be willing to participate to the training programme. (lack of time, boredom)

Personnel may not attend the TP systematically.

Indifferent personnel that take part to the TP because they feel obligated.

# Risk Management

## Solutions:

A conversation will take place, in which it will be explained the opportunity of the staff for further professional development.

Inform them that attendances will be obligatory.

Inform them that a bonus will be given to them based on their performance after the TP.

# Monitor and Control

- ▶ **Feedback (anonymous questionnaire)**
  - Feel free to share their opinion
  - Tend to be more sincere
  
- ▶ **Reward (Bonus, Promotion)**
  - Appreciation
  - Motivation

# Conclusions

- ▶ Covide-19 changed our life and our perception.
- ▶ People need time and help to adjust again to the “new” normal life.
- ▶ Managers play a critical role to a company.

# THANK YOU

# References

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