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Bachelors of Arts (Hons) Leadership and Management Skills for the Workplace
Developing Relationships and Workplace Achievement
BMSW 5102_LON

Introduction Report

Johnson & Johnson

"For all you love"

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Introduction

During this introduction report, the goal is to explain and pinpoint what this report will underpin.

This report's company chosen is Johnson & Johnson; I have chosen this 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.

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

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 design an HR Officer Role and a Training program according to its mission and vision for an ongoing employee that will be moving from a customer service department to a more clerical job within the company.

Based on the knowledge acquired during the many years in this company and understanding the code of ethics, 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 theories that may underpin this report are:

- Maslow Theory to motivate the employees
- A Model of Career Development (Including SWOT Analysis)
- Five Stage Model
- The People Capability Model
- Matching Model of HRM
- Hollands Model of Occupational Personality Types

And I will follow the "Five Principles of Learning" to design and deliver a training program (participation, repetition, relevance, transference and feedback) and the systematic approach or the Model of Training Process.

Bibliography

Johnson, J. &., 2021. *Johnson & Johnson*. [Online]
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[Accessed 20 March 2021].