

Developing relationships and workplace achievement

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Executive summary

Through this report is identified many stages of human resource management such as expectation and requirements, guideline, career paths, managing career developments, developing performance, support structures, supervision technics, reporting performance appraisal, importance of confidentiality, learning styles, feedback and sustainability. These stages are crucial for an organisation human resource department to be able to achieve a leader position in the market.

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Introduction

The aim of this report is to identify and agree a specific organisational context in which can be applied the concept of developing relationship and workplace achievement. It will be identified and appropriately integrated relevant management theories. According with the chosen organisation it will be critically evaluate development vehicles available and will be explain the extent to which the writer think is appropriate to meet the development needs of the individual. In the second part of the report the writer will develop a plan to meet the identified development needs and expectations of an individual. During this part of the report it will be evaluated the expectations and requirements, administering employees, how is managed and develop career and performance at Hendon waterside. It will be touched support structures and supervision technics together with importance of appraisal and feedback. Moreover, why is important confidentiality at Hendon waterside, learning styles and training opportunities. It will be touched the importance of positive feedback and the sustainability of an organisation.

Expectations and requirement

The chosen organisation by writer is FirstPort one of the biggest organisations in property management sector. In this chapter the writer will determine groups and individuals from whom the manager has responsibility. In addition, it will be taken in consideration one of the sites (Hendon waterside) where the it will be determining the groups and individuals. At the site is one manager and one assistant manager, one handyman, one yardman and two cleaners. Regarding the expectations about the staff are established in job description for everyone. Expectations are cover different areas such as small reparations, keeping tidy the bin stores and areas and staircase cleaning and all other tasks what meeting the needs. Another expectation referring to expectations is communication what cover active listening, punctual and appropriate communication, improvement reporting, feedbacks, to convey the appropriate requirement and to understand the motives of confrontation but luckily at Hendon waterside the team do not arrive at this stage of disagreement. Of course, the team has other explicit expectations such as salary, compensations and a specific day for annual leave. According to Walmsley (2007) additional challenges are load on HR professionals by quickly growing the expectations of new retainers. Requirement at FirstPort is an important document through which the management can define the employee improvement. This document is filled out every six months after a one by one meeting where someone of the management team is evaluating our past period regarding achievement in conduct, responsibility, skills, punctuality and so on. However, if is not accept leastwise fundamental responsibilities towards each interested party on organisation can not be see as socially responsible (Remisova and Buciova 2012).

Administering employee's (guidelines and career pathways)

The employee guidelines and career pathways are important because it help to set career targets to evaluate employee constantly to be ready from one position to a higher. It is good to set a timeline in which the employee can achieve mediatory goals in a meant time to improve skills, competencies or even qualifications. At Hendon waterside example when the assistant manager job has been introduced the management is been taking in consideration someone from team who can be promoted. In this case they needed someone with local experience referring to site knowledge, of course with higher qualification and with relevant experience. Finally, one of concierge has got the role and since then the building manager has dropped step by step more responsibilities to the assistant management. The writer too has an opportunity for promotion to work 8 hours instead of 6, but it was rejected because near 8 hours of work cannot continue the studies. According to Woodford and Maes (2002) several institutions are re-appraised their technics of evaluating and motivating employees because they are acknowledged that an institutions retainer is the key to its international positive result.

Managing career development

Managing career development is one of the important stages in organisation taking in consideration that an institution is nothing but a variety of individuals. In addition, career management is about planned steps of an employee actions and commitments in the accepted workplace during his life for better achievement, increment and monetary permanency. The process of managing career development start with drafting of goals and objectives for short term or operation oriented what necessitate day by day fulfilment especially when is lucrative for management. In order to be able to achieve this stage is needed a good strategy, after that setting up policies or procedures what lead pursuit. At the Hendon waterside before the concierge been promoted the manager has set up many tasks what the concierge must do over his daily routine. During these tasks, the management can measure the development achieved and slowly the concierge has been able to gain the necessary steps to get the position. In this case is identifiable the right person to the right job in the right time. Nobody would contradict that extreme changes take place far reaching about „dismantling”, „converting”, „smoothing” becoming a „studying institution” or „modification” into something so far unexplored (Schein 1996).

Developing performance

Developing performance plan is bear by manager with an employee through dispute as far as they lay down performance agreement and specify performance expectations. The objective of any organisation through developing performance is to perceive the feasible of amelioration in the retainers and advantageous exploit it for reciprocal complacency by solicitude the appropriate assistance and guidance for acting well in the job. At Hendon waterside example in the beginning they were not too much blocks ready what it meant that it was just four bin stores from where the estate operative has to take the full small plastic bins to the collection point and after emptied to remove them back. However, the site starts to grow, and it was more bin stores the colleague cannot afford to do it in time, and it remained full bins and for next week there were not enough. After a while, the management started to receive many complains due that were not enough bins. First time the management has been ordered more bins to satisfy the residents. Shortly after the complains started to flow again and the management has decided to sit down with the estate operative and evaluate the situation. Then the colleague explains to management that there are more and more bins and bin stores what alone cannot cope with. At this stage, the colleague has worked four hours a day. Then the management has been taken in consideration all of these and decided to sit down and carried out a performance agreement and to set up a plan what need to be implement. Finally, it has been agreed that the estate operative working hours will be raised to six hours a day but this situation still it was not appropriate in meeting the developments need of the individual. However, the management it was satisfied that the problem will stop, and the

colleague was happy about the higher wage. These conditions existed until the site became huge and the small plastic bins were not enough and the management has been ordered big metal bins. Finally, the status quo has been standing again, namely the complains started to flow. Then the management called the estate operative and asked the background of complains. The colleague has outlined that the bins are too big and heavy to pull them to the collection point in time and most of them remain unemptied and that is the reason of the complains. Then the management has realised that they must develop some more effective steps to prevent the complaint flood. So far, the organisation trying to manage the estate operative performance but from this point of view it seems that the colleague cannot cope with the growing pressure. This situation shows that the management reaction to each stage it was sufficient but was the minimum. Of course, the management has tried to cope with the upstanding situation. At this point it was no available vehicles at Hendon lakeview. However, the management start to evaluate the past experiences and tried to find some permanent solution to be able to meet the customers and the employee needs, known that the site will be grown quicker. After couple of meetings where the estate operative has been invited and after that has been made a financial plan the management has decide to buy a small electric truck. With this track the bins can be towed and they can be emptied in time so this solution can be meet the organisational objectives, can be meet the development needs of the estate operative and in this context the long-term sustainability of the project is solved. Followed this example it can identifiable the gap of the first plan namely that is not met the development needs and through this the expectations of the estate operative. However, it seems clearly that the colleague has been tired hard to meet with the organisation expectations and the gap is identified as the complains from the residents or customers. To recognise in time these needs is good to monitor the performance as much as it possible from the first day of implementation the plan. Otherwise it will be necessary to run more rounds what will consume more time, more energy and more money, what cannot call effective development. In order to meet the organisation needs and individual expectations is effective to set up a useful plan taking in consideration the past, the present and the future. Moreover, if the management is reflecting proper to what happened, what happen and what will happen will be able to determine objectively the upcoming events and the steps what must accomplish to avoid unnecessary rounds and to save time, energy and money. When retainer themselves take part in the progression of their own sectional accomplishment dispatch can drive retainer initiative to ameliorate functional achievement (Groen et al., 2012).

Support structures

To meet the needs of an organisation a good support structure and flexibility is necessary. Support structures that mould the pattern of the organisation can limit the increase and facility to change with customers needs and economic tendency. One of these supports is **Human Resources** that recognise potentially resilient jobs can proposal retainer's alternative that build for pleased personnel. By generate hiring

policies and job assortments that contain alternatives for flexible routine options, it may expand efficiency with 40%. The next support is the **Management**. Skilled managers who can suit the several labour schedules of their team as well turn into better communicators and purchase further changes in the organisation in tread more efficiently. **Cross-training** grant organisations versatility to exploit the faculty of the team as needed. A training design that subsidize productive cross-training can help turn into more adaptable and impulsive. **Outsourcing** by bringing exterior professionals to mitigate the need to grow the team while increase the facility to achieve extensive public.

Technics for supervision, appraisal and feedback

Supervision require many skills because implicate both management of human resources as well as management and termination of tasks. **Delegation** prepare management easier as the retainers perceive pleased with the liability granted to them. **Conflict resolution**: it is major to solve confrontations at the beginnings of it to decrease their harmful impact. **Evaluation**: it is major that retainers know that they will appraise for their achievement. Must be aware that too many appraisals can saddle and frighten the retainer. **Providing constructive criticism** without edifice negativity the criticism can be mixed with appreciation. At Hendon waterside the management prefer the modern methods of appraisal and they try to provide constructive criticism and they looking to focus on the problem not to personality. After each appraisal mutually is set up new period of goals and objectives. Example by management by objectives what in includes, goal settings, performance standard, comparison, and periodic review. These appraisals must be evaluating and final record the individual feedback to be able to compare with the future assessments. Cognitive therapy highlights the function of inner dialog in affecting an individual ensuing feelings and conduct (Latinjak et al., 2019).

Reporting performance appraisal, importance of confidentiality

For performance appraisal there are many formats what it can be used which depend the status held by the person who is assessed example employee, trainee, staff and so on for reporting. At Hendon waterside the management using the employee format because the staff consist only seven employees together with the manager. Confidentiality is important for many reasons. One of the most important elements in confidentiality is that help to construct and generate faith. Is allow to free stream the information between the manager and employee because they both known that the personal information is safe. So, an employee can be sure about the safety of the

information provided to a superior during the appraisal because this is not just the employee responsibility but the superior responsibility too.

Learning styles and available training opportunities

There are many learning styles, methods, theories and is about the concept that everyone has different styles of learning. There are many evidences about the preferences of learning. These learning styles or theories are Kolb's model, Honey and Mumford model, learning modalities such as VAK (visual, auditory and kinaesthetic) and cognitive approaches (Grasha-Reichmann) learning style. There are five principles of learning too: participation (involving individuals), repetition (repeat the idea or concept), relevance (is easy to learn when the material is meaningful), transference (real the word) and feedback (adjust methods to audience). There is a range opportunity of available trainings such as for workers, teams and organisations. Training is a short time investment, a systematic process, task oriented on achieving on change attitude, skills or knowledge through an organisation human resource. An organisation must identify the gaps and finally the purpose of training to be able to fill these gaps. The principle for the use of learning styles is that particular contrast between students can allegedly be intercept by diagnostic tools which categorize students into methods (Newton and Miah, 2017).

Feedback

Feedbacks could be positive and negative. Organisations human resource officers are working hard to be provide as much as its appropriate positive feedback. This positive feedback is like a laudation the individual for a done task. This kind of feedback encourage the individual to doing more but the negative feedback is discouraging them. During the feedback simply is just refer that the current stage of task is beneficial or not. The negative feedback for individuals can cut them wings but at the same time a positive one can give them wings. From this context it seems that more positive feedback can lift individuals and through this can be lifted an organisation too. Moreover, is identifiable the power of positive feedback regard to organisational successful.

Sustainability

Sustainability is focusing on the future generations need through different factors such as economical, environmental and social. The economical sustainability is about strategies that makes possible to use available resources in both efficient and responsible with long-term benefits. The environmental sustainability is about to sustain ecosystem, maintain population, biodiversity for long-term period. The social sustainability is about to make betterment of society and to generate a greater quality of lives as the current generation do. These terms are applied by many organisations human resource departments.

Conclusion

The conclusion of this report is that the human resource departments are improved in many aspects of an organisation and personnel needs, but how hard or how quick is changing the economy, environments and the social aspect of the everyday running life the human resource department of an organisation will be always improved proportionally with the changes.

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