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Module No:	BMSW5102
Module Name	Developing Relationship and Workplace Achievement
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Developing Relationship and Workplace Achievements

Introduction.

Tesco PLC is a massive retailer who is offering a vast number of products from, household, electrical to clothing and personal products to name a few around the world. Next to its Tesco Bank and Tesco Gas Station. Tesco will be critically analysed in regards of its development vehicles, and how effective Tesco's approach is to its employee's needs. Further, the report will present ways of how employees could achieve their expectations and how-to develop what their needs are.

Tesco simply stated, *"We treat people, how they want to be treated"*, which not only refers to customers, it also refers to Tesco's employees, as a motivational and development path, in order to deliver employees expectations and goals.

Critical Evaluation of the Development Vehicles at Tesco.

Tesco is a powerful retailer and in the last decade it helped shaping certain culture among different organizations, like **Sainsbury's**, **ASDA** or **Morrison's**. Some of the development vehicles are communication, work ethic, code of conduct, health and wellbeing, inclusion and diversion, apprenticeship

and obviously leadership skills. Further developments are Human Right, as well as different programs which include fresh graduates, by offering an environment where a real-life responsibility situation is encountered, in order to develop a career path for the young individuals.
(Tesco. PLC, 2020).

Tesco declare that working with organizations like *IGD* and *Prince's Trust*, made a major different in the last two years regarding the number of young people that have been helped to develop their employability and life skills. *Achieve Clubs* are supported and founded by Tesco. Majorly in secondary schools and in areas where the need is greater. There are 40 Achieve Clubs which are actively being used to develop plans and content, which later on will be available to young people in order to show them a path to a future.
(Tesco. PLC, 2020).

Dealing with customers was never easy, the reason why communication plays a major role in any organization, especially the main subject in a massive retailer like Tesco. Verbal; face to face or over the phone communication are mostly used in Tesco. The main advantage of verbal communication in an organization is so the employees can easily communicate and transfer information, with each other within the organisation. However, the disadvantages of communicating face to face or dealing with a customer who may not understand, could misinterpret what the member of staff is trying to say. (Cakram, 2020)

A different topic, Tesco is highlighting Health and Mental Wellbeing for its employees, by supporting *Time to Change*, which aims to end the stigma associated with mental health. Tesco in collaboration with 6 other major retailers, which deliver a guide that comes to help any struggling worker maybe facing, by giving them advices on how to look after their own mental health and where to go in case extra help is needed.

Further, Tesco's policy in regards of creating an inclusive work environment, where everyone can feel equal and fairly treated, is considered a Tesco value, as well as encouraging people to be themselves in work environment. Respecting and celebrating everyone's cultures, personalities and individuality, who will return the gratitude by helping the business to achieve success.

Different policies that Tesco has embraced to fulfil are, working close with Armed Forces, by bringing together both former and current Armed Force members.

Tesco offers former Armed Forces personnel in the search of a civilian job and also offers veterans who suffer any stress disorder, to take off work and to attend specialist treatment.

Current Armed Forces family members are also offered job opportunities in Tesco, where they are able to have a flexible schedule and accommodating, when the loved ones are being deployed.

Code of conduct and work ethic are the key components in a company operational process. Tesco stated that ethical conduct is defined as honourable and morally correct. Further, Tesco expects that managers are setting an example and provide guidance to other employees.

(Julio M. Quintana, 2009)

Code of conduct is important in order to provide the worker with ethical consideration which may result in employee's personal development. By providing ethical manners to an employee, it becomes familiar with the company's ethical standards. Business' who comply with work ethic and code of conduct have a direct line to the ethical behaviour of employee, which in the end will contribute to the success of the business as well as the lives of employees.

Due to its flat structure Tesco has managed to adapt to the democratic style of leadership, which enables everyone in the organization to be part of the success of the organization.

Tesco values its employees by offering them competitive pay and opportunities to develop a future career. Tesco has established an academy called Tesco Academy, the purpose, to educate new employees into becoming leaders, by developing leadership, management and technical skills.

(UKessays, 2018)

Leadership can be defined in different ways but expressing the same meaning. In general Leadership is visualised as influencing which can then be followed by culture, individuals, organizations. Yukl, (1989, quoted in Andrew Maund, 20018, p.334).

Nowadays everything is evolving with speed, technology plays a major part in day by day activities by transforming daily living and working life. Every one of

us is performing. Tesco offers training in digital skills to its employees, no matter the positions or the role, digital skill at work or personally, will be an asset.

Plan to Meet Identified Development Needs and Expectation of Individuals at Tesco PLC

Understand the employees needs and expectations at Tesco, includes communication skills, work ethic, code of conduct, leadership skills, conflict management and work-life balance. These are the basic elements needed for personal and professional development of workers at Tesco. Additionally, career development support, new opportunities for workers, employee rotation plan and personal development plan, are need and expected of an individual at the company.

Expectations and Goals

Developing career plans for workers includes opportunities, for further career, further education, promotion and value-added benefits. Although, Tesco has designed and created vast possibilities for its workers, including special learning and offering benefits to Armed Forces veterans. However, being such a giant retailer, it still holds a large number of employees who are in need of a career development plan.

Every employee finds it difficult to work without training. Giving employees proper training will encourage and motivate them to perform their duty as fully as possible, as well as activating their own competitive skills in the company, helping them to achieve the expectation and needs required by the employer.

Abraham Maslow founded a pyramid which contains five essential needs and stated that humans are motivated by them.



As can be seen, at the bottom of the pyramid is what motivates people to work, eat and have a shelter, which are considered basic needs. Once these conditions are met through payments, individuals tend to secure a good job condition. Next on the line are social needs, where individuals feel like they need to belong somewhere and to be part of a group as well as boost self-esteem and recognitions. At the top of the pyramid is Self-Fulfilment, where individuals are creative, challenging and interested, reaching their full potential.

Maslow suggested that humans are motivated when achieving one level, to keep pushing to the top and reach their full potential.

Frederick Herzberg in 1959 developed **Two Factor Theory of Motivation**



It stated that individuals are motivated or satisfied through different factors. **Hygiene Factors** if they were absent, they could create dissatisfaction, which later on could be prevented by the same factor **Hygiene**. Dissatisfaction could be prevented by making improvements in Hygiene Factor, although, improvements will not provide motivation by themselves.

Herzberg showed that a business needs to create adequate conditions, that will make the worker fulfilled in the workplace.

Back to the main topic, Tesco manages to motivate its employees by both applying and paying attention to hygiene factors as well as providing satisfaction.

Some Examples are that it motivates and empowers its employees, by using appropriate and timely communications and by including staff members in taking part of decision making. In addition to the above, Tesco holds meetings and forums every year, where discussions of pay rises are taken place, where employees can attend as well.

(Business Case Study, 2019)

Furthermore, Tesco encourages its employees to work near home in order to build a relationship between employees and also helps to cut down the cost of fuel and reduces the time workers spend traveling to work.

In addition, working in shifts delivers a benefit towards Tesco employees, by allowing them to work when is convenient for them, for example, a student may be able to obtain an evening shift which will not interfere with studies. (UKessays, 2018)

Areas Where Tesco can Improve

Being one of the biggest retailers in United Kingdom, Tesco has a large amount of staff who possesses a substantial amount of experience, which plays a key role in the training of new employees. Tesco needs to ensure that employees with expertise are well trained and are up to date in regards of their skill set, in order for Tesco to benefit from the increased staff competence.

According to Metzger, more benefits could follow by implementing a more explicit connection between employee's performance and rewards, taking in consideration the company's overall profits, it should be an increase in the earnings and recompense which employees can enjoy (Metzger, 2014)

Build and Develop Employee Personal Development Plan

Employee personal development plan is made by both the employees and the line manager, in order to secure a personal growth, by evolving their abilities so that they can meet the organization's goals.

1. Personal and Career Development Goals =>

In order to meet the development needs and expectation, different personal development goals, include **growth orientated** which can be considered as public speaking, next in line would be **Skills-oriented** as in intermediate knowledge and the last **relationship oriented** which can stand for confidence or positive attitude.

2. Work Development Needs=>

This step is made in order to ensure that the employee development plan is on the same page with organizational goals and it also includes the future demands out of the role which can determine how the process will evolve.

3. Developing an Action Plan =>

Identifying the areas for development and establishing the alignment between personal development plan and organizational goals, once concluded, the road to development needs to be organized.

Even with formal training taking place into development plan, most of the steps should take place within with work environment or sharing information's and knowledge with others.

4. Making Changes on the path to Development=>

With support from the manager, the employee must implement the changes which are part of the action plan of personal development. The manager has the duty to guide the employee and make sure the path its clear of obstacles, in order to avoid old habits.

5. Reflecting on the Current Status and Update if Required

The final stage of the employee personal development plan is to implement self-adjustment and reflection, in order to make both the manager and the employee, able to visualise what went well and what not, so that over time the development becomes much smoother and more successful.

(Investors in People, 2020)

Personal Skill Audit

Name	Mirica Teodor-Ioan
Job Role:	Human Resource Manager

	Very Good	Good	Adequate	Little or No
Information Technology				

Use Microsoft Office Word		*		
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Use Excel spreadsheet		*		
Use a Database		*		
Use specialist HR software		*		
Use the internet	*			
Use e-mail	*			
Use PowerPoint		*		
	Very Good	Good	Adequate	Little or No

Communication Skills

Drafting contracts of employment		*		
Making notes of disciplinary		*		
Write reports	*			
Produce material to support	*			

Delivering a training session	*			
Resolving disputes/complaint	*			
Interviewing		*		
Advising on HR issues		*		

	Very Good	Good	Adequate	Little or No
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Problem Solving Skills

Make good use of verbal reasoning skills, able to handle complex data and make selective use of information		*		
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Explore more than one solution in order to solve a problem	*			
Consider the ideas of others to help solve problems			*	

SUPERVISORY MANAGEMENT

How much experience have you had in your role?	<1 Month	1-3 Months	>3 Months *
How many people have you managed at one time?	None	1-5	Above 5 *

I DECLERE THAT THE INFORMATION GIVEN IN THIS FORM IS TRUE

SIGNED	Mirica Teodor-loan
DATE	25-08-2020

Conclusion

Overall Tesco has a well-documented and forward thinking HRM department, which as mentioned above, is in line with the business objectives. Ensuring that all the employees can perform to the best of their ability, as well as increasing the chances that its staff is a positive asset. In addition, Tesco looks after its employees and is trying to fulfil every aspect of the employee's personal development plan, although, there is plenty of room to improve and continue to make it even better. Tesco still offers high standards of HRM and making sure that all employees are looked after so in return they will look after the business and make it successful.

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