



University of Wales
Trinity Saint David

Developing Relationships and Workplace Achievement BMSW5102

Lecturer: Name: Gregory Cowan
Student Name: Milena Petrova
1908940

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1. Introduction

In every workplace, the employees need to develop and see a path forward. To improve and evaluate new skills, work with new people, and enjoy a more excellent atmosphere at the workplace. To narrow down your choices is to assess yourself and focus on what is essential to fulfilling. This assignment will review and discuss models tools used at the workplace for personal development plan using Human resources management, Management by objective, 360-degree feedback, Pay survey method to critical evaluation of development at the Specsavers Optical Ltd, topics studied in the university journey.

2. Background of Specsavers Optical Group Ltd

Specsavers Optical Group Ltd was established in 1984 by married couple team Doug Perkins and Mary Perkins on the island of Guernsey in the English Channel, and it is also multinational. The company has run mainly in the UK, Ireland, Australasia, and the Nordic countries. The organization provides customers with eyesight testing services and sells glasses, sunglasses, and contact lenses (ProQuest, 2021). The purpose of the Specsavers Optical Group Ltd is that the customers can feel welcomed the same way they are your guests at your home for a cup of tea. With a high level of delivering good customer service, the company has grown. In 2002, they decided to create hearing services, in the center provided hearing tests and hearing aids within the Specsavers optical stores. One of the optics and audiologist stores of Specsavers located in Ilford, London, has a part of the company empire. Apart from the eye test, contact lenses, and hearing test, the store makes home services and delivery.

3. Theories of Development in Specsavers Optical Group Ltd

The Human resources development plan is responsible for the motivation and properly introducing formal training of the individuals (Armstrong, 2016). Human resources management is defined as an approach to the wellbeing, growth, and development of human resources for the employees in Specsavers Optical Ltd. Having a plan for employee development is vital. It helps to ensure the performers and productivity of the organization and each department. Human resources involve the skills, knowledge, and energies of people. It emphasizes their capability, productivity, and motivation. Recruitment of the people doesn't guarantee that those individuals are suitable for the job and will stay in the optic. We live in a world of change with innovative technology, a competitive global market, and creativity. Still, if the people resist change and are unwilling to learn, those individuals could bring a bad reputation for the company, economic growth, or less satisfied customers. Then is challenging to move forward and propel the company. Every individual wants to be treated equally and get paid fairly. The organization's primary goal is to provide a decent workplace for its employees (Newby & Howarth, 2012).

According to the 360-degree feedback method (Luthans & Peterson, 2003) . In Specsavers Optical Group Ltd, Ilford branch, every employee must understand performers appraisal for development and growth. The Management makes sure that each worker is aware of their positions and includes feedback while observing. This method is very reliable because those in the best place evaluate the employee as they constantly interact and work with them. It also helps the people in the environment improve their skills, values, ethical standards, and behaviors. The objective of using this method is that the employees need to clearly understand their

position and motivation to handle higher responsibilities and the potential of future leaders. The advantage of this method in the company is that every employee can know how they are performing, and it helps strengthen self-development in the company.

The feedbacks of the staff performers are not only from the Management but also colleagues because it is good when people who undervalue themselves are often motivated by the feedback from others. When the whole staff participates in the process, the company becomes more honest. The disadvantage of the method is that not every input from the colleagues and Management is positive, bringing stress and tension between the staff at Specsavers Optical Ltd. It takes a lot of time and has been difficult in the administration. Also, there is a requirement for training and essential effort to achieve a good working process that not every worker can adapt if the performance is not carefully distributed. The environment in the optical is friendly and professional. Still, not everyone is getting along with each other, and if the people are not fully honest with the information, that could bring worthless feedback and conflict between the individuals.

To motivate the individuals in the optical, the Management uses other valuable methods for employee development. The people who work in the company have compensations, rewards, and benefits that could improve their performance at work. One of the Human Resources Management in the environment is the Fair Labour Standard Acts (FLSA), the method is established. It provides overtime pay, child labor standards, and minimum wages provisions in the company (Stathis, 2009). Following the Pay survey, compensation is when the internal salary structure is out of configuration with market pay or the company faces difficulty finding suitable candidates and filling the positions in Specsavers Optical Ltd.

Unfortunately, there is also unfairness in the company when the external mark is changed, and the new employees receive better salaries than the old ones with more experience, Pay invention (Anon., 2016). The Management must discipline the employees to not reveal the information of their pay in the optic and the workers need to be aware of Pay secrecy for the benefits of the staff to avoid conflicts between their colleagues and the company could continue to function with this method (BELOGOLOVSKY & BAMBERGER, 2014).

According to Maslow's Hierarchy (Pichère, 2015), he suddenly saw humans have essential psychological, spiritual, and material needs. To be motivated and self-oriented, people need to meet their basic needs. After that, they will be ready to continue to move on to the next level. Eating healthy food, resting, and doing exercise or yoga is helpful to the people become more positive and energetic, when essential needs no longer motivate us to what we require next. The other conditions are for safety. People strive to build their resources, obtain shelter, food reserves, and money. One of those needs is establishing the individual's need to move on with the following goals. Love, friends, and belongings are essential also steam and respect from others. People seek friendship, social circles, and family with groups or individuals. It is necessary to accept and be accepted, at lastly and urge self-actualization and become who you are. Humans have esteem for respecting both themselves and others. People build themselves as a person through hobbies or in their careers to be accepted and appreciated by others. After all, this is underside they start to search for self-actualization. It is the point of clarification and creativity, a lack of prejudice and a moral conflict, self-awareness is the reaching their full potential and evaluation. The company's methods and theories for growth, evaluation, and development allow the workers to improve and

be motivated to know their human rights, self-awareness of their personal and professional performance, and productivity.

4. Personal Development Plan (PDP)

Regardless of whether professional or personal, the individuals sometimes struggle to achieve their objectives. Most of the time, individuals' achievements don't work, not because of the lack of effort but because their goals and time management are not planned.

Development Objectives	Priority	Activities to be undertaken	Resources	Target Start Date	Target End Date	Criteria for Success
Understanding and Engaging of Management by Objective (MBO)	Individual understanding and performance evaluation Being organized and self-motivated to complete the task required Personal needs, eating good food, exercise Career-focused	Gain knowledge and experience required to be capable in the company Gain additional skills in Excel to improve my understanding of a daily task Online reading of developing skills Asking questions about the role	Workplace Training Communication Spending time on research Responsibilities descriptions of the position More hours of training	01.01.2022	01.06.2022	Self- motivated Self- oriented Personal and professional evaluation To be more competent and knowledgeable at workplace Delivering excellent customer service

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5. Critical Evaluation of Development in Specsavers Optical Group Ltd

For Specsavers Optical Ltd to meet their goals and Management by objectives, employees (Chavda, 2007), need to be motivated, grow and develop continuously. It improves the commitment and allows better communication between employees and managers in the optic. It helps the team members see their accomplishments as they achieve every objective, bringing positivity and a friendly environment. The process focused on the results more than the activities involved. Training and developing effectiveness for the individuals in Specsavers Optical Ltd helps benefit the company. The trainee includes new skills or behaviors, advantages for the organizations include more sales and satisfied customers. The benefit of the Management with objective is that when

continuously monitoring the performance of the employees is essential for their evaluation and progress in the company. The workers understand where they remain compared to other employees in the company. It is also helping the managers in the optic to provide training and activities for better results in the company and motivates the individuals to commit and improve themselves. Based on their performance reviews helps the Management create a more effective development plan. The disadvantages are that if the individuals or manager doesn't understand Management by objective, there will be no improvement and progress in the environment.

Evaluation is a learning experience in different aspects of the training itself. The goals of Specsavers Optical Ltd should be achievable and realistic. If the plans are difficult to achieve, it decreases employee confidence. To have a successful effect of work in the company depends not only on the employees but also on good Performance management. The Management in the optical needs to ensure that the work required to provide the vision is delivered and handled correctly. Good relationships and understanding make as a team and creating effective plans for how the company could be better and bring benefits for professional and personal growth. Job satisfaction is an essential element, but not every individual could have it. It could help improve individuals' strengths and weaknesses and what they need to learn about themselves (Armstrong, 2016).

6. Conclusion

Each person has a different path in their life, and the most important is to plan how to keep going and look forward. Every job we perform as individuals has specific responsibilities and skills that come with it which need to improve, we are not perfect, and as humans, we all have flaws that need to be improved. To be self-aware of yourself takes time and experience, willing to learn and evaluate at their workplace individuals need support. In Specsavers Optical Group Ltd, Ilford brand, the staff brings the feeling of a friendly and comfortable workplace. Every day, the company employees face new challenges, communicate with different customers, and get individual development and success. People need to be happy at the workplace, not only with the Management but also with their co-workers. In the optical, they could provide good customer service, engagement, personal growth, and development In this business environment. The background knowledge of the assignment was reviewed to understand the individual development needs of the employees in Specsavers Optical Ltd company. Tools and management methods have been discovered and critically analyzed with the help of tools and management methods.

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