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Developing Relationships and Workplace Achievements

Report

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Introduction

In this project I would like to implement my idea of a hotel service for pets within our hotel.

To achieve the objective, I will have to study the probable success of the idea, helping me from sisters like SMART and PDP. Consider the studies already carried out by the company through meetings of objectives and questions that I will use of the SOSTAC model. It is very important to consider the frequency of meetings and the knowledge of our employees as well as their training and abilities.

Project idea and SMART method

In this project I propose the idea of establishing a pet stay service for the guests of the Fullers hotel. Currently the hotels do not have this service, although they are Pet friendly in such a way that it would be to adapt the facilities, select the most qualified personnel and train them to carry out the new activity efficiently, within the established period.

I will use the SMART method; it is a method with which I will be able to reach the desired objective.

SMART is an acronym:

Specific: it is convenient to establish specific objectives, it must start with simple and clear goals, since if a goal is very ambiguous it will be difficult to achieve. I recommend starting this part with questions like: What do you want? Where? How? How to make the objective's specialty well defined.

Measurable: the objective that we set ourselves must be measurable, since in this way it will be possible to take control and have exact knowledge of the achievement of the objective.

Achievable: it is essential to set goals that can be achieved because if we set impossible goals, we will not be able to move forward.

Realistic: it is necessary that we establish goals where its functionality is very clear, we must create a goal aimed at results. In this part, motivation is essential.

Time bound it is essential that the goal have an end date, since by limiting the objective there is a greater commitment to achieve it.

The objective to be achieved is to use the hotel infrastructure and expand the service to guests by establishing a specific place for the lodging of their pets, necessary for

the preparation of the personnel and the organization of the project. I will use tools that I have at my disposal to be able to measure the possible benefits of this new system with the intention of seeing the feasibility or failure of its application. This objective is possible since the hotels have available space as well as are Pet friendly, which does not imply any change in internal policies, in addition to the fact that clients demand them from us.

It is a necessary objective because more often our clients choose to bring their pets on their vacations and this service would be ideal and necessary to offer that their pets stay in a good place when their owners cannot take them and guarantee the well-being for their pets, who also will enjoy the experience. I intend for this goal to kick off within 3 months.

Using this method, I will make sure that the objective is aligned with the reality of the company, and thus be able to achieve it effectively.

SMART

Specific	Set up an area of the hotel for hosting and providing service to guests' pets.
Measurable	Every 15 days we would check the progress of the work, service planning, employee training.
Achievable	Every 15 days we check the progress of construction and remodelling, service planning, employee training and safety.
Realistic	This project is viable since it is a service with high demand and it would improve the service of our hotel.
Time-bound	3 months

Performance management

For organizations, performance management is essential since it is a key concept, basically it is about ensuring that the general performance of the organization works, that all the departments that make up the company progress and arrive to match goals and at individual level study the effectiveness and efficiency of each employee.

Communication skills is the most important part of performance management, it must be constantly present between the responsible positions of the organization with the workers, so that the objectives that are intended can be achieved, they must be well established and informed.

The workers that make up the company must receive feedback on their work on a constant basis and thus it will be possible to ensure that they have the necessary information to adjust to the objectives.

Senior managers must check the results and make them known to the entire team to verify that the objective is being met and continue with the plan or, on the contrary, modify the entire process to improve it and continue towards the objective.

Carrying out the performance management process effectively is going to take us time and other resources that we must use from the company, so this process is going to involve an investment that at first will involve a cost but will provide benefits.

The management process can be divided into 4 clearly differentiated parts depending on the process we are in:

1.Planning

In this part it is essential to align the efforts of the workers towards the same objective, in this part of the management cycle is where most of the work occurs. In this section, we must combine the information we have on the objectives and that the organization already has with the plan that is established for each employee individually and personalized.

We can use the SMART model, this acronym means: specific, measurable, achievable, realistic, and time bound.

In this part of the cycle we also use individual development plans, which is another useful tool, just as it is very effective to create job descriptions so that the responsibilities of each employee are well established, and their work can be differentiated from the others. add that it is advisable to constantly remind each employee of the responsibilities, it may be convenient to update these descriptions in performance reviews since we could cooperate with the employee and in this way it will reflect the employee's understanding of his responsibilities. It is essential for the positions that when remembering these responsibilities, they are updated and if any change is made it is well reflected and explained precisely.

2. Monitoring

In this part of the cycle, it is oriented to all the tools that we are going to use by the employee and the management to support the daily work in the organization to implement the plan. It is basically a roadmap that is used to constantly review along with the objectives achieved and priorities.

Activities such as continuing education, professional development, and advancement opportunities can be included in this part of the cycle.

Feedback tools such as 360-degree feedback and 540-degree feedback should be used, which will guide us in resolving any unforeseen event and will also give us the opportunity to support employees.

For us to carry out continuous monitoring of the process, it is essential to hold frequent meetings. I would recommend that they be held every fortnight or even monthly, so that all the information is updated throughout the organization.

3. Review

In this section of the cycle, the senior managers of each area of the organization must evaluate the performance of each team member through the objectives achieved. For these evaluations to be productive and effective, they must have a good implementation and use constructive feedback.

Performance reviews are an essential part of knowing if workers are aligned with the objective, they also help us identify successes and areas of opportunity in employees, provide recognition and recommendations at work and attitudes of each employee, allow us to apply actions corrective measures to improve performance, promote professional growth through rewards or promotions, and help recognize high-performing employees.

It is very important that criticism is constructive, with these tools it is intended to improve professional, work and business life through transparency and honesty.

It is to improve to achieve objectives that trust is generated, and these tools are applied correctly, with professionalism and respect, so that they are regular processes that allow them to grow and generate a culture of continuous learning in your organization.

Leaders must be trained to be empathetic, concise and be able to communicate effectively.

4. Rating

This is the last phase of the cycle, in this part it is about explaining what is being done efficiently, the improvements that we must apply and the detailed explanation of how it should be done. In this way we can achieve a positive effect on employees since it motivates them to improve their skills and performance to achieve the objectives that we have established.

We can measure the performance of each team member individually, we can adjust individual goals, performance levels are also optimized, at the same time that we can identify the ways that are giving good results and those that are not. It is important to establish fair rewards associated with the achievement of objectives, also to recognize the opportunities that may exist in each department.

“Management by objectives works if you know the objectives.

Ninety percent of the time you don’t.”

Peter Drucker

Performance appraisal methods

Organizations must be informed about the performance of their workers, so it is necessary that they use a useful and efficient mechanism to achieve it.

■ 360 degrees feedback

360-degree feedback is an analysis in which feedback is essential, it is basically a two-way route that facilitates evaluation at work. The results are obtained from the feedback related to the professional environment such as direct bosses, subordinates, internal and external clients, and colleagues.

With this tool we can measure the work performance of workers in a qualitative and quantitative way since the questions address measurable and numerical behaviours and also others related to opinions.

The 360 evaluation measures the work method, such as attitudes and behaviours.

We will be able to measure employee performance, assess competencies, design training plans, and serve as a basis for implementing career and succession plans.

In conclusion, with this format, feedback is obtained on performance and the key competencies that are necessary at work.

Advantages:

- Helps to increase awareness, increase self-awareness because it is an anonymous process if you are honest about your behaviours. In addition to that, employees can find out their areas of improvement by reviewing the comments.
- Reduces blind spots, as it is a general method that identifies strengths and weaknesses thereby reducing blind spots and increasing worker efficiency. By not being unidirectional, the employee can discover talents that he did not know about.
- Helps build trust, this mechanism builds trust and increases the morale of both employees and managers, creates a good work environment and effectively improves decision making as feedback is given in a constructive manner.
- Creates a better culture in the workplace, since the process creates transparency despite being anonymous, even so, senior managers, such as intermediates and workers, send feedback directly to each other, thus reducing enmity and creating better work culture.

- Promotes a culture of equality, since in this process employees can give feedback to their bosses or colleagues, there is an equal voice in the evaluation, and this promotes equity.
- Reduces employee turnover, this system gives workers opportunities to identify their weaknesses and address them, thereby avoiding employee turnover and increasing job happiness.
- It is a process of continuous improvement, since it is not done just once, this process helps employees as well as managers to improve.

Disadvantages:

- It can be difficult to manage since the sources of obtaining it are very varied. Analysing the results becomes complex.
- More planning is needed than other models, in addition to the fact that it can lead to tensions between departments if it is not done well, it can also encourage a type of critical evaluation that is not very objective.

In short, it is a tool that covers most aspects of the behavioural competencies of an employee or management, which promotes transparency in the feedback system and reduces enmity. It is not a perfect tool, but since its advantages predominate, I think it is beneficial for the company.

Management By Objectives (MBO)

With this tool we can measure the performance of employees and the productivity of the company.

It is very effective since it begins with the establishment of goals and objectives and finished with the evaluation of performance.

In addition, management by objectives aims to take advantage of the skills of employees and motivate them to achieve the proposed objectives and thus they can obtain recognition.

It is divided into five phases:

1. Definition of the objectives of the organization.
2. Definition of individual work objectives.
3. Track performance and progress.
4. Evaluate performance

5. Reward employees

Advantages:

- Guarantees the commitment of the workers.
- Improves the administrative process since it is necessary for managers to plan, organize, control, and provide feedback throughout the process.
- Employees know their role and the task to be carried out in the organization since the objectives are specific.

Disadvantages:

- It is difficult to transmit and teach the philosophy of management by objectives.
- Deficiencies when giving the rules, especially to the people who must establish the objectives.
- Limitations when determining the objectives for the short and long term.

In conclusion, we can affirm that management by objectives starts from the establishment of general objectives, then they are simplified and become specific so that each department knows precisely what it is up to them to do to achieve the results. Reason why managers and employees should participate in its definition n, progress should be reviewed regularly, and rewards are offered for achieving results. Everyone works motivated and knows what they must do to achieve the goals.

Self Appraisals

They are a method that allows workers to judge their own performance and give a rating to their work.

These instruments give a close view of the employee's experiences and understand his qualitative performance.

Those responsible for the Human Resources area can establish some factors that the worker should only qualify from their perspective.

Advantages:

- Expands the panorama of evaluation of the collaborator's performance.
- They can be contrasted with other evaluations to find discrepancies.

- Promote self-criticism and reflection.

Disadvantages:

- The evaluation may be too subjective.
- It is possible that employees do not give real information if it is the only method of evaluation.
- If the company does not recognize the validity of the worker's opinion, it may lead to a conflict.

This method is very imperfect since it is too objective and must be carried out together with other methods to contrast the information and that the information is as true as possible.

Personal development plan

Development objectives	Priority	Activities to be undertaken	Resources	Target start date	Target end date	Evaluation
Teamwork	Hight	Working as a team, we will be more efficient and save time, and share information.	Rotating schedule and thus coincide with all colleagues	1.05.23	1.08.23	Working as a team will meet the deadline.
Communication skills	Hight	Make sure that we all share the same objective and carry it out with the same information.	Meetings and emails, and WhatsApp group.	1.05.23	1.08.23	Quickly solving possible problems and support the team.
Planning and organising	Hight	Organize and plan the walks, hours of play, hours of food and hygiene.	Establishing organizational plans as time management.	1.05.23	1.06.23	Saving unforeseen events and time.
Training	Hight	Learn more about animal care, and I am going to work with a veterinary doctor for emergencies and questions.	Hiring an animal specialist.	15.06.23	1.08.23	Trained staff ready to give the best service.

Conclusion

After the analysis we can verify that the use of tools such as SMART are essential when wanting to create an effective plan on a specific idea.

On the other hand, performance management helps companies to achieve objectives, I have been able to verify that the use of this strategy is associated with the success of a company.

I also believe that evaluating performance is essential and is also associated with achieving objectives while maintaining a good work environment.

In my opinion, I believe that in general, companies need to improve information management, since they should hold more meetings or more frequently. I also believe that it is essential to value the performance of good workers since they are the pillar on which the company rests.

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