

Module Assignment Submission

Teamwork and communication

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Statement of Confirmation of Authenticity

the act of making this submission, the student declares that this is the work of the student named above. The work has not, in whole or in part, been knowingly presented elsewhere for assessment, or where assessment has been built on an earlier assessment, this has been named. Where materials have been used from other sources it has been properly acknowledged. If this statement is untrue, the student acknowledges that an assessment offence has been committed. ("BMSK4005 Assignment final draft.docx - Skills for the ...")

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Introduction

This assignment is all about developing the learning organisation. It is aimed to develop strategies for the personal and career development of individuals and manage the individual's expectations in respect of personal development. I have Critically evaluated development vehicles available to my organisation appropriate to the development needs of the individual. I have developed a plan to meet the identified development needs and expectations of a newly employed individual.

Part 1

Benefits to the organisation/ individual

My business has a significant role that involves vulnerable adults, so personal development within my colleagues is necessary and extremely crucial. My staff need to

be fully trained, always up to date with daily information and daily feedback is expected at the end of every shift. My staff are trained, and we have expectations that must be kept.

Having a strong policy in developing staff ensures my business reaches its goals to a standard that clients feel at home and comfortable, also staff are content in their role.

A critical assessment at my workplace involves a careful objective evaluation and examining the validity and strength, or weakness of the individual.

Care workers are critically assessed on personal development of:

- Quality of care they can provide Reliability and punctuality
- Knowledge and skillset Adaptability
- Problem-solving skills Communication

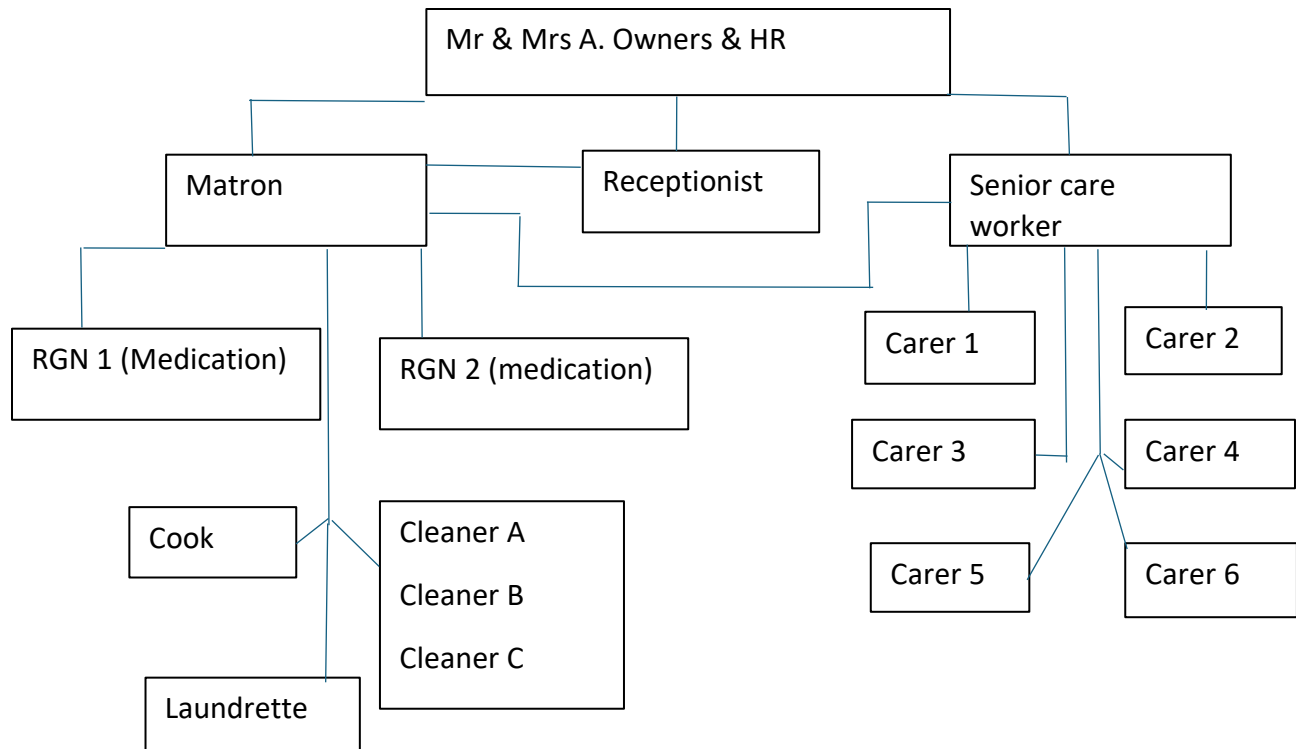
On employing a care worker, they are given a Personal Development Plan (PDP). The aim of the PDP is to help strengthen the individual to their specific role and keep up to date on where they have strengths or weakness we can work on together. Using this technique helps me to understand where the employer is in terms of skill for their specific role and where they need to develop.

Example:

Professional goals	Self-assessment	Skill development	Expected outcomes	Action plan
To be able to provide around the clock personal care Reliability Attend further training and inductions Confidence in problem solving & communication	Reflect on own areas for improvement, identify those that require development and set realistic goals.	Identify specific skills of knowledge areas to develop, this ensures that learning efforts are directed towards acquiring these competencies.	Measure progress with tangible results to achieve outcomes required.	We will outline steps to achieve these goals. E.g., attending training sessions, undertaking additional responsibilities, and seeking mentorship where necessary.

Departments in my workforce

For this I have used a similar version to the hierarchical which is a system in which members of the organisation are ranked based on their relative status or authority, the hierarchy was proposed by American psychologist Abraham Maslow in 1943. I now use this version in my place of work.



The individual

When we employ an individual, we expect standards. Our code of conduct states this individual must work in ways that respect and protect our clients' rights, including allowing them to live independently as possible.

Expectations

To carry out personal care such as showering, shaving, oral hygiene, dressing, and monitoring well-being of our clients. You will be shadow working alongside senior care workers for the first 2 weeks. All staff employees are required to work towards health and social care level 2 qualifications, there will be a deadline given to complete this. This will be monitored and assessed during appraisal time, which is every 12 weeks (about 3 months) to begin with then every 6 months thereafter.

Individuals PDP on employment

Care workers First 12 weeks (about 3 months)

Individual's goals	Self-assessment	Skill development areas	Expected date of development outcomes	Action plan
Learn to work independently with clients and personal tasks Engage in planned learning activities, formal and self-study Attend all in house staff meetings Report any updates and stay on top of passing essential information to other carers and management if required	I will Reflect on own areas for improvement, I will identify those that require development and set realistic goals. I will stay always engaged and I will attend all meetings as well as report essential information	Work towards Health & Social care studies level 2 First Aid POVA Manual Handling	To be started by 12 weeks (about 3 months) 11/11/2024 15/11/2024 ASAP in house	Reflect on the learning activities and independency To send referral for H&S L2 Assess carers level of independence /respect at personal care at next arranged appraisal meeting-12 weeks (about 3 months)

Continuing professional Development (CPD)

I have put together a CPD plan as it is a structured document that outlines the individual's professional development plan. A CPD outlines the goals and activities they will undertake to achieve them, including goals and objectives, learning activities, timeline, and evaluation method.

To achieve professional development with the individual as well as within the company means the individual is confident in performing their roles effectively, it demonstrates ambition and commitment as well as gaining relevant qualifications. As for the company, it sets exact standards, fosters a learning culture, keeps the company up to date and increases our employee retention.

CPD is extensively used in the health care profession. I found a useful article from a nurse in healthcare, it was used to help them see what works for whom in different circumstances and it is the same situation in my place of work.

Continuing professional development (CPD) in healthcare is fundamental for making sure frontline staff practice safely and effectively. This requires practitioners to update knowledge and skills regularly to match the changing complexity of healthcare needs. “The drive towards using limited resources effectively for service improvements and the need for a flexible workforce necessitate a review of ad hoc approaches to CPD.” (“A realist synthesis of effective continuing professional development (CPD): A case study of healthcare practitioners' CPD”)

The findings present four interdependent transformation theories comprising transforming individual practice, skills for the changing healthcare contexts, knowledge translation and workplace cultures to optimize learning, development, and healthcare performance.

SMART Goals

Care workers aim to provide best care to clients

Specific	Measurable	Attainable	Relevant	Timely
Able to assist clients bathing and dressing Able to assist during mealtimes Assist with toileting needs and changing Assist if required with daily tasks	Collaborate with experienced care workers, integrate feed back Achieve 15% increase with client feedback within 6 months	Engage in staff communication participate in client tasks as much as possible	Foster dignity and respect At the client's pace, talk to client not people around you, always have attention on client Again, at patients request	Monitor patients' satisfaction until you can leave, we do not want them upset or rushed Patient satisfaction always

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Part 2

Appraisal Performance

This I carried out via a face to face arranged meeting. This meeting will be added to the Rota for employee A to see, she then has one week's notice to prepare any questions or concerns. The point of an appraisal is to help companies in my position evaluate how well employees perform their job duties and where employees can improve to align with companies' overall mission more closely. This then supports individual growth and aligns staff development with organisational objectives.

Career Development Plan

Current situation	Desired result	Gap Analysis	Next steps SMART	Review date
New role in care, no experience.	Gain qualifications, progress, and	No experience in	In 2 years, I want to pass	6 Months

aiming towards Social Care L2	lead a team, improve communication skills	care, Starting from fresh.	Qualifications, and gain a new role as a team leader. I will complete all mandatory training in time	
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Enhancing communication

The Clients	The Staff
Need to express their needs and preferences, they also need to know that staff understand them.	Build trust and rapport. Foster a healthy patient relationship that can lead to better outcomes. Always use clear speech and tone. Do not rush a client. Always address them fac to face

Boost Morale

In our care home we boost morale by:

- Planning social activities plays a part in team spirit among the care givers.
- Offer training opportunities, staying up to date is necessary.
- Reward care givers, even the most selfless caregivers, like to be recognised.
- Set practical work schedules, this protects our careworkers from feeling burnt out and assuring they have plenty of time to refuel in between shifts.

Build Trust

- Encourage independence between staff
- Show empathy towards one another
- Communicate Effectively
- Be reliable and consistent
- Give emotional support
- Always provide relevant feedback

Group Outcome

Each of the above ideas are geared towards how they build a culture of trust that will naturally lead to trust between individuals in the workplace.

My staff will be able to:

- Acknowledge emotions
- Match actions
- Have open communication
- Have inclusive team building skills
- Active listeners
- Find common ground
- Honor their roles and commitments each day

Management Conflict (give example from experience)

I have experienced management conflict when I was a care worker, my manager at the time expected me to handle a double handler call on my own or leave the call unattended. It was during covid, and we were short staffed. There were no available care workers to support me and on call staff refused to help as it was late. Unfortunately, the lady I had to attend to was bedridden but quite a heavy lady too with no capacity to even support me herself. I had to change her clothes for bed and make a pad change, I took it upon myself to call her son that lived 2 doors down. By luck he was understanding and sent his wife to assist me. I was grateful and apologized, but they understood. I was later asked by management how I attended the call that night and I told the truth, well, “are you serious?” was his words. I was told I had no right to involve the family and that I went against my contract by calling the son. I replied, “so which part of the contract states we are now allowed to do a double handler alone?”

I made it clear that anything could have happened, I would ever disturb family in any other situation, but I was not held responsible for accidentally hurting my client. I was asked to leave; I was given a round well out of my distance then for the next few weeks I knew it was punishment so just got on with it.

4 levels kirk Patrick (reference)

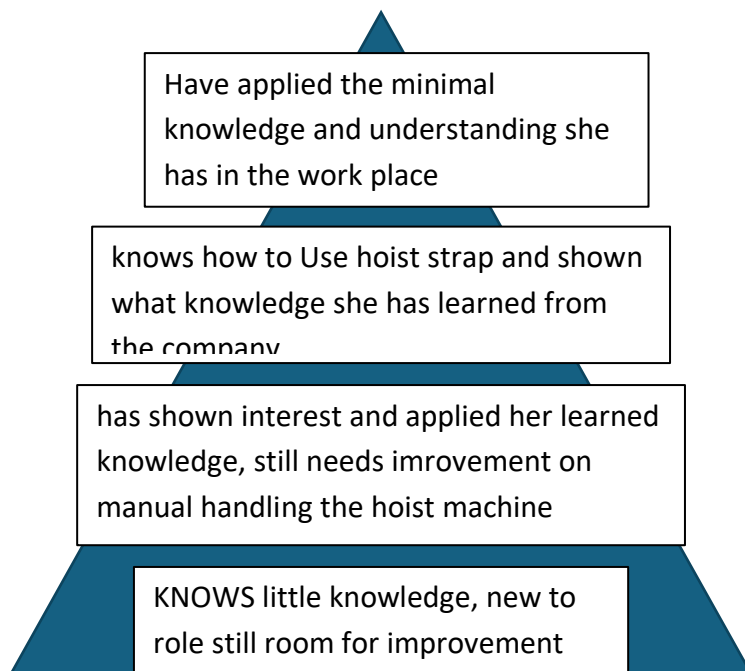
References...

Reference training companies for future training

Benefits of looking for and doing a course

Part 3

Development vehicle



Above is a development vehicle used by me; the idea comes from the version used by Miller's Pyramid/Prism of Clinical Competence (1990). Psychologist George Miller proposed a framework for assessing levels of clinical competence.



Above is a development vehicle example which I am using to monitor Carer A and her future development in the company. With this vehicle I have a bigger picture of where carer A is in her development. With this I can assess her interests and barriers, skills as well as opportunities, and knowledge as well as any plans moving forward.

Career reflections	Skills Assessment	Career conversations/Appraisals	Development plan

Edgar Schein's Career Anchors is another useful development vehicle used in the workplace, I really appreciate reading his information and find it useful. According to Schein, a career anchor is a set of self-perceived talents, motives, and values that are so significant that they can guide an individual throughout their career.

According to Schein, an individual's career anchor is shaped by their personal background, work experience, and values.

Learning styles

How to identify your learning style in the workplace?

Hunny and Mumford learning styles say,

“Your study habits can be strong indicators of your learning style. Consider what study methods you find the most effective and how you are best able to concentrate.” For example, if you find that reading over your notes or from a textbook helps you prepare for a test, you might be a reading/writing learner. Me personally I am a hands-on learner, so when I took the test, I identified as pragmatist. I thought I would be more activist because I enjoy new challenges and hands-on learners.

Honey and Mumford's learning styles model offers a fascinating insight into how we process and retain information, and how we can leverage this knowledge to improve our learning experiences and performance at work.

References