

Start here.

Case

2010 HSC - Business Services  
Band 5/6  
Sample 1 Question 20

# Question 20

WP. examples

## Plan

### Strategies

- ✓ → ~~hand~~ meetings → ~~goals~~ weekly see
- ✓ → supervisor + mentors ← for new staff
- ↗ formal + informal feedback → performance appraisals <sup>3 mont</sup> 6 month
- internal + external training → employee attended TAFE training touch typing
- manuals re-communicated → induction
- setting goals (MORA)
- brainstorming

Within organisation there are various strategies that a manager of the business can implement and use for the professional development and improvement of employees in the workplace.

A manager can implement the strategy or the process of holding weekly meeting within the organisation. Holding weekly meeting can be used for the professional development and improvement of employees as meeting are a time when management can discuss new changes, they are a time when employees can voice opinions and allow employees to be continuously updated about the process of the business. At Commodity Broking Service the staff participated in a weekly meeting using skype as the head office was in Sydney. This meeting allowed staff to be informed on how business is going and any changes that are taking place. Implementing meetings into the workplace can lead to the professional development and improvement of employees as they are more aware.

The use of supervisors and mentors are another business strategy that managers can use and integrate into

Additional writing space on back page.

a business. Supervisors and mentors allow for employees that are new to an organisation or a new to the job, a person they can rely on for help <sup>or advice</sup> when they need it. This provides the employees feeling ~~that~~ comfortable in the workplace or new job in the early stages.

Best Western Motels adopts this strategy and provides all new employees with a supervisor or mentor from the same department in the early stages of employment. A supervisor or mentor is a strategy that managers should adopt and can lead to the professional development and improvement of employees in the workplace.

Managers and businesses can adopt the process of formal and informal feedback. Formal feedback is through the process of a "Performance Appraisal". This is a strategy that is when the manager, supervisor and employee meet, can be <sup>in the third</sup> ~~three~~ month of employment followed by ever ~~six~~ <sup>after that.</sup> six months or twelve months. It's a time when the employees ~~is~~ provided with feedback that is both positive (things they are doing well) and negative (need to improve). Performance appraisals also provide the

You may ask for an extra Writing Booklet if you need more space.

Start here.

2010 HSC - Business Services  
Band 5/6  
Sample 1 Question 20

employee to be provided with promotions and or offered training as a way to further develop ones skills. Best Western Motels perform performance appraisals every 6 months for all employees. Feedback can also be informal thus being the process of an employee supervisor or work colleagues offering support to employee while at work. Employee colleague was say "You did a great job on the tables for the annual report, keep it up" this is example of informal feedback. Managers At Commodity Broking Service all staff continually provide <sup>informal</sup> feedback to each other concerning certain task they complete.

The process and or strategy of formal and informal feedback is something that managers should adopt as it leads to the professional development or improvement of employees in the workplace.

Internal and external training is also another ~~the~~ strategy that allow businesses to improve professional development and improvement of employees. Internal training is such things that the business may provide for their staff.

This could be a day where the staff are taught how to use a new computer system that the business is implementing. This provides for improvement of employees as their skills are improved and results in them becoming more professional. At Commodity Broking Service all staff came in on a Saturday to be trained by another employee about new email system they were to use. External training is training that is completed outside the business can be completed at places such as TAFE or university to improve the skills of employees. At Best Western Motels a member of staff ~~had~~ was given a month to attend a business course at TAFE as part of an solution of performance appraisal and need to increase knowledge. The strategy of a manager adopting internal and external training opportunities for employees results in the development and improvement of employees in the workplace.

~~strategy~~ strategies that managers can adopt such as holding meetings, supervisors or mentors, formal or informal feedback and internal <sup>and</sup> external

Additional writing space on back page.

training and ways that business could  
use for the professional development and  
improvement of employees in the workplace.

You may ask for an extra Writing Booklet if you need more space.