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2010 HSC - Business Services

Band 3/4

Sample 1 Question 20

The manager of a certain business has a very complicated job. They have to ensure that the business is running smoothly and professionally. There are many strategies that a manager of a business could use for the professional development and employees improvement in the workplace. These strategies could be from undertaking training programs, undertaking courses and regularly hold team meetings, amongst many other things.

Training programs are vital in the professional development and improvement of employees in the workplace. There are training programs varying from management roles to organisational duties. Such training programs allow employees to experience first hand situations in which they need to prepare themselves for. It also enables employees to have an experience into what the job is really about, and makes them think of what there job is really about. Therefore, that is why training programs are a vital process in the professional development and improvement of employees in the workplace.

Undertaking courses such as first aid courses are another major factor in the professional development and improvement of employees in the workplace. Managers have the responsibility to ensure that all employees who are at work, have undertaken a compulsory first aid course. This enables the manager

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to know who is suitable for the job or not. It also gives the employee the satisfaction of knowing that he or she may have a potential in saving someones life if ever the situation occurred. That is also a strategies that a manager of a business could use for the professional development and improvement of employees in the workplace.

The manager should also hold regular team meetings every fortnight to ensure that all employees feel comfortable and safe in the workplace it also ensures that any employee who has had difficulty in the workplace can bring the certain situation up at a team meeting. It also allows the manager to give praise to the employees who have been working well, and address problems that need to be solved and taken care of. That is why team meetings is a significant factor in the professional development and improvement of employees in the workplace.

When working amongst a team environment in a business the manager must ensure that all employees are comfortable working amongst each other. and that employees don't feel neglected or abused because of race, gender, religion etc. A strategy that the manager could use for the professional development and improvement of

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employees in the workplace would be to hold cultural events sensitive to the culture of that specific person. When a manager holds events such as this it shows the people that the manager really does care about its workers and that they accept them for who they are. It also enables other workers to gain more knowledge about that specific culture.

In conclusion, the strategies that a manager of a business could use for the professional development and improvement of employees in the workplace are seen through training programs, undertaking courses, regularly holding team meetings and holding cultural event celebrations.

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