2010 HSC - Business Services Band 4/5

Sample 1 Question 20

There are many star strategies that a manager of a business could use for the professional development and improvement of employees in the workplace. This could include having regular training programs providing up-to-date information and processes, implementing more team work opportunities to help strengthen the business and also provide regular feedback to employees on their performances (ie. performance appraisals)

Regular training programs are vital for an employee to professionally develop and improve. This can include courses which create awareness of changing and new information in a workplace and help employees to adapt and Implement these changes in their workplace. This could help to improve the functioning of the business and also create a stronger relationship between clients and employees. For example, an employee who has attended a one of these Vegular training programs will be able to offer better customer service along with more informed information than an employee who has been working at this workplace s for many years and who would be anaware of these ome nemployee's apportunities for changes. This helps in advancement and promotion in their career and as they are able to help the business thrive rather than remain at a standstill where old practices and processes are carried out. Therefore, through regular training that provides

up-to-date information and new processes assists in the professional development and improvement of employees sen Sample 1 Question 20 work place.

More team work opportunities could also be provided by a manager as this helps to improve the employee's relationship with others along with their communication skills. Through teamwork, an employee learns to actively work alongside others awhich helps in the both their listening shills and their cooperation skills. They learn to take into perspective other people's Views and choices and which then affects their own choices. This is vital also, if an employee wishes to promoted or advance in their career as they it is an essential skill to be able to effectively work in a team. This is necessary in higher jobs positions where board meetings are held and teamwork is used in order effectively complete major projects. Through teamwork, an employee able to also develop and improve their proritisation, delegation and goal setting skills (time management shills) as working with others will encourage them to not let their team produced down and so FUIFIE their role (responsibilities. This can then have an impact on their personal projects. Teamwork the More regular teamwork can therefore be used by a manager to professionally develop and improve their employees in the workplace

Another strategy which can be Additional writing space on back page

implemented by a manager can be to provide regular and constructive feedback to their employees. The can be the form of monthly meetings, reports or through customer feedback. Monthly meetings will provide an employee with face - to-face time with their employer who can give useful and very constructive feedback regarding their performance. They can give an employee very positive and encouraging feedback which help to encourage them to continue with their work in the way they have been completing it. An employer can also give employees strategies on how to better Improve their performance and encourage them to implement these in their work. Reports and performance appraisals are also a vital form of feedback which summarise the performance of an employee Vie. give a number on how many sales an employee completed in a Certain time period). This helps to put their performance into perspective and allows the employee to recognise what they need to change in order Borna to develop and improve in their work. Feedbach from customers is also important as it shows how their customer service is rated and what they need to achieve better results from customers. Therefore, feedback plays an integral role in the professional development and improvement of employees in a workplace

for the professional development and improvement at employees in the workplace include having regular training, providing quality and constructive feedback to employees along with implementing more opportunities for teamwork.

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