[Professional Practice]

Saw Win Nwe

Introduction

As the Human Resource Manager at Royal Express Delivery Service, a mid-level distribution company in Myanmar with a workforce of 100, I have been entrusted with organizing a two-day professional development event for internal employees. The company's mission is to maintain strong, long-lasting relationships with partners, a focus that became especially critical during the Covid-19 pandemic.

This training event, planned at a 4-star hotel in Ngwe Shuang, will include workshops, coaching sessions, and team-building activities. The hotel requires an activity schedule to finalize arrangements, and guest speakers or motivational coaches will need at least three weeks' notice for bookings. Additionally, I am tasked with designing and delivering a workshop on team dynamics to enhance collaboration skills among attendees. This event will be a key opportunity to strengthen team unity and professional growth within our organization.

Design a professional schedule to support the planning of an event, to include contingencies and justifications of time allocated.
Over All Plan

No	Date	To Do	Detail Discription	Timeline	Person Responsible	Used budgets
1	8/1/2022	Rent Car	rent "Myint Express Bus" for 2 days; 15000 per person and total 3 buses	9sept 5:30PM to 10:30PM and 11sept 6:00PM to 11PM	(peter) manager of Myint Express Bus, (John & Jean)Secretaries leader, Admin Team leader & (holly) fiance department	30 lakhs
2	8/1/2022	Hotel Booking	rent "Hill Garden Hotel " for 3(40000=one room, one room=3 persons, 1 person= 14000);including breakfast & total 35 rooms	9sept 11PM (Check in) 11sept 6PM (check out)	(sofia) hotel reception, (John & Jean)Secretaries leader and Admin Team leader and (holly) fiance department	15 lakhs
3	8/20/2022	Motivision Speaker	Ei Mon Soe (for Public Speaker and Trainer)	10sept 10:15AM to 12:15PM 11sept 1:15AM to 3:15PM	(John & Jean)Secretaries leader and Admin Team leader	10 lakhs
4	8/20/2022	Doctor for health care and health for the trip	Dr. Aung Kyaw Wynn (for health care meeting and health care for employees)	10sept 1:30PM to 3:30PM 11sept 1:30PM to 3:30PM	(John & Jean)Secretaries leader and Admin Team leader	20 lakhs
5	8/15/2022	Meeting Room	rent "Hill Garden Hotel " for meeting room	10sept 8AM to 5:30PM 11sept 8AM to 5:30PM	(Linda) hotel manager, (John & Jean)Secretaries leader and Admin Team leader and (holly) fiance department	20 lakhs
6	8/10/2022	Ordering Shirt	Order Shirt with Logo of the Company at "Blue Summer Clothing"	10Spet and 11 Sept (8AM to 5:30PM)	(Sarah) Clothing company employee, (Jean)Admin Team leader and (holly) fiance department	5 lakhs
7	8/25/2022	Bike Rental	Bike Rental at the beach	10 sept 6PM to 7PM	(Micheal)Bike rental shop employee, (Dr. Aung Kyaw Wynn)For health care, (Jean)Admin Team leader and (holly) fiance department	2 lakhs
8	8/1/2022	Lunch + Dinner	Buffet Lunch and Dinner from hotel (Order the Lunch and Dinner hours to Hotel)	9sept 12AM to 1AM, 10sept 12:15PM to 1:15PM, 7PM to 8PM;11sept 12:15PM to 1:15PM	(Billie) hotel admin, (Cal) Hotel cook, (John & Jean)Secretaries leader and Admin Team leader and (holly) fiance department	20 lakhs
9	9/2/2022	Snacks	Snacks for car and during meeting Hours snacks	9sept , 10sept , 11sept	(Billie) hotel admin, (Oliva) Hotel employee, (John) Admin Team leader	5 lakhs

10	9/1/2022	Shoppping	Buy Nessary Things and Medicine	1PM to 4PM	(John) Admin Team leader, (holly) fiance department, (Wanda) Stuff department	3 lakhs
11	8/1/2022	Backup Plan	Any nessary backup product or emergacy can be used	9sept, 10sept, 11sept	(Dr. Aung Kyaw Wynn)For health care, (Jean)Admin Team leader and (carmilla)Hr department	20 lakhs
Total= 150 Buget						

Invitation

No	Date	To Do	Detail Discription	Timeline	Person Responsible	Used budgets
1	8/1/2022	Announce the employee	Tell them the plans and responsibility about the trip and personal uses	9AM to 11:00AM	(John & Jean)Secretaries leader and Admin Team leader, (carmilla)Hr department, (holly) fiance department	No buget used
2	8/9/2022	Send invitation to the doctor	Invite him to attend the health care meeting and tell him stand by doctor for accidents and hotel plans	9AM to 10:00AM	(John & Jean)Secretaries leader and Admin Team leader	No buget used
4	8/10/2022	Send invitation to the motivision speaker	Invite her to attend the meeting and tell her hotel plans	9AM to 10:00AM	(John & Jean)Secretaries leader and Admin Team leader	No buget used
5	8/10/2022	Send invitation to the motivision speaker	Invite her to attend the meeting and tell her hotel plans	9AM to 10:00AM	(John & Jean)Secretaries leader and Admin Team leader	No buget used

Day1

Date	No	To Do	Detail Discription	Timeline	Person responsible	used budget
Meeting Plans						
10/9/2022	1	Meeting 1	Dr. Aung Kyaw Wynn (for health care meeting)	8AM to 10AM	Dr. Aung Kyaw Wynn(doctor, health care)	Already Paid
10/9/2022	2	Meeting 2	Ei Mon Soe (for Public Speaker and Trainer)	10:15AM to 12:15PM	Ei Mon Soe (for Public Speaker and Trainer)	Already Paid
10/9/2022	2	During Meeting 2	Trivia Night Activity	11AM to 11:30PM	Ei Mon Soe (for Public Speaker and Trainer) and every group leaders	Already Paid
10/9/2022	3	Meeting 3	Team working meeting	1:15AM to 3:15PM	IT department employee	No need

Date	No	To Do	Detail Discription	Timeline	Person responsible	used budget
10/9/2022	3	During Meeting 3	Sand Castle Activity	2PM to 2:30PM	Group leaders	Already Paid
10/9/2022	4	Meeting 4	Customer Services meeting	3:30PM to 5:30PM	Customer servies dapartment employees	No need

			Meals			
10/9/2022	5	Dinner	Dinner only avalible within Dinner hours (Buffet), Rules= No drinking alcohol, be back to hotel rooom at 1AM maximium;	12AM to 1AM	Linda) hotel manager, (Billie) hotel admin, (Cal) Hotel cook, Hotel Employees & Hotel Waiters	Already Paid
10/9/2022	6	Breakfast	Buffet Breakfast and breakfast only avalible within breakfast hour	7AM to 8AM	Linda) hotel manager, (Billie) hotel admin, (Cal) Hotel cook, Hotel Employees & Hotel Waiters	Already Paid
10/9/2022	7	Breaktime	employee go for a walk or smoke or eat snacks and chill	15min (10AM to 10:15AM)	No need	Already Paid
10/9/2022	8	Lunch	Lunch only avalible within lunch hours (Buffet)	12:15PM to 1:15PM	Linda) hotel manager, (Billie) hotel admin, (Cal) Hotel cook, Hotel Employees & Hotel Waiters	Already Paid

10/9/2022	9	Breaktime	employee go for a walk or smoke or eat snacks and chill	15min (3:15AM to 3:30AM)	No need	Already Paid
10/9/2022	10	Dinner	Dinner only avalible within Dinner hours (Buffet), Rules= No drinking alcohol, be back to hotel rooom at 10PM maximium;	7PM to 8PM	Linda) hotel manager, (Billie) hotel admin, (Cal) Hotel cook, Hotel Employees & Hotel Waiters	Already Paid

			Employees Personal Time Activities			
10/9/2022	11	Game Activity	Bike race(10miles)	6PM to 7PM	(Micheal)Bike rental shop employee, (Dr. Aung Kyaw Wynn)For health care, (Jean)Admin Team leader	Already Paid
10/9/2022	12	Rest	Personal Time	Starts 8PM	No need	No need
11/9/2022	13	Arrival	The bus will arrival at 12AM	5:30PM to 12AM	No need	Already Paid
Total= 150 Buget						

Activty Details		Requiremnts		Reward
10 people in 1 group, 10 group in total and leader of all group will ask 30 fun and random questions and the fast group who tell the answer get the 10 points pre questions and get 100 points to win the game.		Bells (as hotel check in bells) and pens and paper [Already paied as shopping fee]		Free 1 hour rest within work hours during 1 working day

Activty Details		Requiremnts		Reward
10 people in 1 group, 10 groups in total and group members will discuss how they going to build the sand castle and the best builder in the group will build within 30 minutes and the best castle team win.		Shovals and buckets.		Free 1 hour rest within work hours during 1 working day

Day2

Date	No	To Do	Detail Discription	Timeline	Person responsible	used budget
			Meeting Plans			
11/9/2022	1	Meeting 1	Customer Services meeting	8AM to 10AM	Customer servies dapartment employees	Already Paid
11/9/2022	2	Meeting 2	Team working meeting	10:15AM to 12:15PM	IT department employee	No need
11/9/2022	2	During Meeting 2	Picky Boo Activity	11AM to 11:30PM	Group leaders	Already Paid

11/9/2022	3	Meeting 3	Ei Mon Soe (for Public Speaker and Trainer)	1:30AM to 3:30PM	Ei Mon Soe (for Public Speaker and Trainer)	Already Paid
11/9/2022	3	During Meeting 3	Bingo Activity	2PM to 2:30PM	Ei Mon Soe (for Public Speaker and Trainer) and every group leaders	Already Paid
11/9/2022	4	Meeting 4	Dr. Aung Kyaw Wynn (for health care meeting)	3:30PM to 5:30PM	Dr. Aung Kyaw Wynn(doctor, health care)	Already Paid

		Employees Personal Time Activities				
10/9/2022	5	Game Activity	Swimming Race	6:30 AM to 7:30AM	(Dr. Aung Kyaw Wynn)For health care, (Jean)Admin Team leader	No need
		Meals				
11/9/2022	6	Breakfast	Buffet Breakfast and breakfast only avalible within breakfast hour	7AM to 8AM	Linda) hotel manager, (Billie) hotel admin, (Cal) Hotel cook, Hotel Employees & Hotel Waiters	Already Paid
11/9/2022	7	Breaktime	employee go for a walk or smoke or eat snacks and chill	15min (10AM to 10:15AM)	No need	Already Paid

11/9/2022	8	Lunch	Lunch only avalible within lunch hours (Buffet)	12:15PM to 1:15PM	Linda) hotel manager, (Billie) hotel admin, (Cal) Hotel cook, Hotel Employees & Hotel Waiters	Already Paid
11/9/2022	9	Breaktime	employee go for a walk or smoke or eat snacks and chill	15min (3:15AM to 3:30AM)	No need	Already Paid
11/9/2022	10	Leave	The bus will leave at 6PM	6PM to 12:30AM	No need	Already Paid
Total= 150 Buget						

Activty Details		Requiremnts		Reward
One of the group leaders will be shouting "Red Light, Green Light" by facing the sea and suddenly they will turn around by shouting "Red Light" and 9 group leaders from each group will be at the end of the beach with that leader and watching all the employee who move during red light. All the employee must run from start of the beach to the end where the leader is standing and run beyond the line without getting out of the games by stooping at red light and running at green light when leader is facing the sea.		None		Free Lunch during 1 working day

Activty Details		Requiremnts		Reward
10 people in 1 group, 10 group in total, 2 papers per group fills with random numbers and while group members are helping the person who is circling the paper by numbers leader will be shouting out randomly and win the game as a group by circling up all the numbers in the paper and shout "BINGO".		Bells (as hotel check in bells) and pens and paper [Already paied as shopping fee]		Free Lunch during 1 working day

Evaluate the effectiveness and application of interpersonal skills during the design and delivery of a training event

1. **Rent Car**

   Yangon to Ngwe Saung
   There are 3 buses in total for 2 trips and for 100 employees. On bus 1, the seats are especially for CEO and leaders and people from Admin department because they planned this trip for most of the parts. For details, 40 people in one bus and there is enough for 120 people within 3 buses and 15000 per person in details but 30 lakhs in total for 2 days. The bus will leave at 9 September 5:30PM and stop will be every 1 hour for 15 minutes only for restroom breaks and total drive hour will be 6 hours and 15 minutes which leads to arrival time will be at 9 September around 11:30PM to 10 September 12AM. The snacks on the

bus will be free to eat including water and some medicine will free too for people who has car sick.

Ngwe Saung to Yangon

Same as the first road trip, 3 buses in the same seats and the buses will leave at 12 September 6PM and 15 minutes stop for restroom break in every 1 hour and the bus will arrive to Yangon at 13 September around 12:30AM to 1AM. Like the first trip, snacks, water and medicine will be free.

Bus seats List

Bus 1

Departments	Seat Numbers	Names
CEO and outsider hired employees	1	Jennifer Johnson
	2	Natalie Robinson
	3	John Ferguson
	4	Samuel Patterson
	5	Jasmine James
	6	Patricia Hamilton
	7	Michael Hensley
	8	Elijah Fisher
	9	Justin Wright
	10	Paula Reyes
Manager	11	Rachel Carey
	12	Michael Garrett
	13	Roberto Bell
	14	Brandon Molina
	15	Matthew Orr
	16	Lauren Lewis
	17	Christopher Yoder
	18	Christopher Thompson
	19	Jose Murray
	20	Michael Reyes
IT Department	21	Kayla Juarez
	22	Mark Nielsen

	23	Frank Rodriguez
	24	Donna Diaz
	25	Steven Mason
	26	Christopher Hale
	27	Sean Williams
	28	Carrie Gonzalez
	29	Michael Ramirez
	30	Amanda Lee
	31	Joanna Morales
Employees of the month in delivery department	32	Tami Leach
	33	Melissa Rios
	34	Judy Allen
	35	Jessica Jones
	36	Alice Howard
	37	Laurie Hardin
	38	Jamie Russell
	39	Christine Myers
	40	Carl Hamilton

Bus 2

Departments	Seat Numbers	Names
Sales	1	Jeremy Wiley
	2	Linda Marshall
	3	Samantha Yates
	4	Diane Baker
	5	Michael Walker
	6	Ashley Austin
	7	Michael Reyes
	8	Scott Powell
	9	Amy Sanchez
	10	Steven Thompson
Admin	11	Amber Morgan
	12	Shaun Pruitt

	13	Kevin Wright
	14	David Miller
	15	Jordan Harris
	16	Teresa Mason
	17	Ashley Schultz
	18	Bobby Green
	19	Jason Hardin
	20	Felicia Phillips
HR	21	Roger Davis
	22	Jill Roberts
	23	Caitlin Rodriguez
	24	Nicole Salinas
	25	Nathan Zimmerman
	26	Benjamin Tran Jr.
	27	Amy Carter
	28	Cheryl Allen
	29	Kathryn Marsh
	30	Kelly Duke
	31	Timothy Sparks
	32	Kathryn Hanson
	33	Tracey Baxter
	34	Regina Robertson
	35	Patricia Gutierrez
Marketing	36	Steven Schmidt
	37	Jordan Villanueva
	38	Maria Sparks
	39	Chelsea Shelton
	40	Kevin Rocha

Bus 3

Departments	Seat Numbers	Names
Delivery Employees	1	Michael Morrison
	2	Darryl Delgado
	3	Danielle Garcia
	4	Dawn Weeks
	5	Lindsey Hayes
	6	Latoya Jackson
	7	Sandra Rogers
	8	William Bell
	9	Elizabeth Rivera
	10	Daniel Martin
	11	Paul Tran
	12	Karen Hodge
	13	Jeffrey McGrath

	14	Christopher Rowe
	15	Donna Brown
	16	John Moore
	17	Mark Huynh
	18	Scott Patel
	19	Courtney Harvey
	20	John Long
	21	Amanda Bennett
	22	Virginia Phillips
	23	Timothy Noble
	24	Amanda Daniel
	25	Jonathan Baker
	26	Natasha Chaney
	27	Samantha Fisher DDS
	28	David Ortiz
	29	Anthony Fitzgerald
	30	Terry Thompson
	31	Michael Franklin
	32	Maurice Moore
	33	Michael Pruitt
	34	Edwin Vance
	35	Jason Williams
	36	Robert Moore
	37	Oscar Anderson
	38	Zachary Chandler
	39	Denise Carpenter
	40	Alexandra Herrera

2. Hotel Rooms Plan

Total hotel room will be 35 rooms and 2 master bedrooms for CEO. 3 person per room and 1 room coast 40000 which leads to 14000 per person. Total coast will be 14 lakhs but master rooms will 5000 per room and 2 rooms coast 100000 and total will 15 lakhs. Each Room contain free showe facilities, towes for 3 people, 3 bed, 10 pack of coffee and food and drinks in refrigerator but employee have to pay for the food for refrigerator. Rules are "No Drinking alcohol and no fighting and employee need to blend with other works because this is a work trip." If any of those employees break the rules, they will have to pay for their room as punishment. Activates are simple. They can play "Uno" or cards HND43 Professional Practice SAWWINNWE 15 | Page during rest time and if employee is sick, they have to sleep on the coach and if they rest in the room during meeting time, they have to let their leaders, group leaders, admin team and hotel manager know about the rest and if other employee lose something during sick employee rest time, they are responsible for their lost. Before leaving the hotel room, employee have to make sure they keep their things because the buses will not take a turn for anyone who forget things or hotel will not take responsible for anything.

Room Plans for Master Bed Rooms

Departments	Numbers of employees	Hotel Rooms and Areas	Names
CEO	1	A1, Room- 101 [Master Bed Room]	Jennifer Johnson
	2		Natalie Robinson
	3		John Ferguson
	4		Samuel Patterson
	5		Jasmine James
Outsider hired employees	6	A1, Room- 102 [Master Bed Room]	Patricia Hamilton
	7		Michael Hensley
	8		Elijah Fisher
	9		Justin Wright
	10		Paula Reyes

Room plans for simple room

Departments	Numbers of employees	Hotel Rooms and Areas	Names
Manager	1	A2, Room- 201	Rachel Carey
Manager	2	A2, Room- 201	Michael Garrett
Manager	3	A2, Room- 201	Roberto Bell
Manager	1	A2, Room- 202	Brandon Molina
Manager	2	A2, Room- 202	Matthew Orr
Manager	3	A2, Room- 202	Lauren Lewis
Manager	1	A2, Room- 203	Christopher Yoder
Manager	2	A2, Room- 203	Christopher Thompson
Manager	3	A2, Room- 203	Jose Murray
	1	A2, Room- 204	Michael Reyes

Manager and IT department	2		Kayla Juarez
Manager and IT department	3		Mark Nielsen
IT department	1	A2, Room- 205	Frank Rodriguez
IT department	2	A2, Room- 205	Donna Diaz
IT department	3	A2, Room- 205	Steven Mason
IT department	1	A2, Room- 206	Christopher Hale
IT department	2	A2, Room- 206	Sean Williams
IT department	3	A2, Room- 206	Carrie Gonzalez
IT department and employees of the month in delivery Department	1	A2, Room- 207	Michael Ramirez
IT department and employees of the month in delivery Department	2	A2, Room- 207	Amanda Lee
IT department and employees of the month in delivery Department	3	A2, Room- 207	Joanna Morales

Employees of the month in delivery Department	1	A2, Room- 208	Tami Leach
	2		Melissa Rios
	3		Judy Allen
Employees of the month in delivery Department	1	A2, Room- 209	Jessica Jones
	2		Alice Howard
	3		Laurie Hardin
Employees of the month in delivery Department	1	A2, Room- 200	Jamie Russell
	2		Christine Myers
	3		Carl Hamilton
Sales	1	B1, Room- 301	Jeremy Wiley
	2		Linda Marshall
	3		Samantha Yates
Sales	1	B1, Room- 302	Diane Baker
	2		Michael Walker
	3		Ashley Austin
Sales	1	B1, Room- 303	Michael Reyes
	2		Scott Powell
	3		Amy Sanchez
Sales & Admin	1	B1, Room- 304	Steven Thompson
	2		Amber Morgan

	3		Shaun Pruitt
Admin	1	B1, Room- 305	Kevin Wright
	2		David Miller
	3		Jordan Harris
Admin	1	B1, Room- 306	Teresa Mason
	2		Ashley Schultz
	3		Bobby Green

Admin & HR	1	B1, Room- 307	Jason Hardin
	2		Felicia Phillips
	3		Roger Davis
HR	1	B1, Room- 308	Jill Roberts
	2		Caitlin Rodriguez
	3		Nicole Salinas
HR	1	B1, Room- 309	Nathan Zimmerman
	2		Benjamin Tran Jr.
	3		Amy Carter
HR	1	B1, Room- 300	Cheryl Allen
	2		Kathryn Marsh
	3		Kelly Duke
Marketing	1	C1, Room- 1001	Timothy Sparks
	2		Kathryn Hanson
	3		Tracey Baxter
Marketing	1	C1, Room- 1002	Regina Robertson
	2		Patricia Gutierrez
	3		Steven Schmidt
Marketing	1	C1, Room- 1002	Jordan Villanueva
	2		Maria Sparks
	3		Chelsea Shelton
Marketing + Delivery Employee	1	C1, Room- 1002	Kevin Rocha
	2		Michael Morrison
	3		Darryl Delgado
Delivery Employee	1	C1, Room- 1003	Danielle Garcia
	2		Dawn Weeks
	3		Lindsey Hayes

	1	C1, Room- 1004	Latoya Jackson
Delivery Employee	2		Sandra Rogers
	3		William Bell
Delivery Employee	1	C1, Room- 1005	Karen Hodge
	2		Jeffrey McGrath
	3		Christopher Rowe
Delivery Employee	1	C1, Room- 1006	Donna Brown
	2		John Moore
	3		Mark Huynh
Delivery Employee	1	C1, Room- 1007	Scott Patel
	2		Courtney Harvey
	3		John Long
Delivery Employee	1	C1, Room- 1008	Amanda Bennett
	2		Virginia Phillips
	3		Timothy Noble
Delivery Employee	1	C1, Room- 1009	Amanda Daniel
	2		Jonathan Baker
	3		Natasha Chaney
Delivery Employee	1	C1, Room- 2001	Samantha Fisher DDS
	2		David Ortiz
	3		Anthony Fitzgerald
Delivery Employee	1	C1, Room- 2001	Terry Thompson
	2		Michael Franklin
	3		Maurice Moore
Delivery Employee	1	C1, Room- 2001	Michael Pruitt
	2		Edwin Vance
	3		Jason Williams

Delivery Employee	1	C1, Room- 2002	Robert Moore
	2		Oscar Anderson
	3		Zachary Chandler
Delivery Employee	1	C1, Room- 2003	Denise Carpenter
	2		Alexandra Herrera

Room plan activities

The employees in the room will be random so the people who share room with we can be from different department. The company doesn't plan for room activity but the employee can bring mini games like "UNO", "Monopoly", "Chess" etc. They can go out during their rest time for a swim too.

Presentation

Content includes in Teamworking presentation

📄 Team work presentation

1. What is a team? • A widely understood and interesting concept in the management jargon, extended form of the word TEAM, is:

2. What is the Significance Of TeamworkAt The Workplace? It involves the joint efforts of a number of people to achieve a common goal.

3. • Sharing Workload • Building Bonds • Increased Work Pace • Lessening Risks • Learning Opportunities • Mutual Creativity • A Healthy Competition • First-rate Output • Job Satisfaction • Mutual Organizational Interests • Overall Reputation Of The Organization

4. First-rate Output

5. Three Major Outcome! Job Satisfaction Mutual Organizational Interests Overall Reputation Of The Organization

6. Two basic facts ! I. Optimization and efficiency 2. Possibility of impossible

7. The secrets to successful teamwork are: • Trust • Accountability

8. espect elationship For each person With all

9. Guidelines to facilitate accountability and build trust among the team: • Define the duties. • Define the expectations • Job description A successful, trus ted and well- respected team member, uses words like, absolutel y or certainly, whe n assigned the duties.

10. • Outline the time commitment and set aside adequate time for each task • Be realistic about the timeframe, and make sure your team members are aware of the deadlines for each project they take on. • Keep on giving the Soft Reminders.

11. Acheck on progress • Follow up, by team meetings on a regular basis for feedback and input on projects. • Show interest. • Advice & help if needed !!!

12. Ownership !!!! ????

13. Prepare for taking ownership! •Encourage your team members to stand up and lead. •Delegate important responsibilities according to hierarchy. •Avoid showing favoritism toward specific team members. •Open the lines of communication by having an open-door policy. •Give them awareness of common goals. •Resolve minor issues.

14. There are four things team members need to feel great !!! Appreciation and recognition sense of belonging Responsibility & their voice matters Incentives & rewards

15. ⌧ Teamwork is "work done by several associates with each doing a part but all subordinating personal prominence to the efficiency of the whole" ⌧ It helps evoke a sense of belonging and hence a feeling of loyalty is created……………………………………………………………………And……………………………………..

16. …………………….AND make EVERYTHING POSSIBLE !!!

17. EUREKA……GOT IT ...!!!!!! Coming Togetherwas Beginning…... Keeping Togetherwas Progress….. Working Together is SUCCESS

Content includes in Customer Service presentation

Program Objectives (1 of 2)

☑ Learn to identify and analyze customer needs and problems.

☑ Recognize the most common reasons for customer complaints.

☑ Discover techniques to cultivate and maintain special customer relationships.

Program Objectives (2 of 2)

☑ Assess your communication style and use two-way communication skills to level with people, to accept feedback from them, and to discuss problems.

☑ Identify specific problems in your customer service program and apply treatment.

Content includes in Public Speaking presentation

Program Objectives (1 of 2)

- ✧ Understand how to use language & organize thoughts to convey messages to large audiences.

- ✧ Learn appropriate body language & techniques when presenting.

- ✧ Utilize techniques to control anxiety.

Program Objectives (2 of 2)

- ✧ Review hints & tips that convey a professional appearance.

- ✧ Uncover tips & knowledge about creating effective PowerPoint™ presentations.

- ✧ Learn how to respond to audience questions, & how to manage a hostile audience.

Activity

For Day 1, September 10 2022

Name of the game and time

There is a game activity called "Trivia Night" for half an hour during meeting 2 from 11AM to 11:30AM and Ei Mon Soe (for Public Speaker and Trainer) and all group leaders are responsible.

How to play

10 people in 1 group, 10 group in total and leader of all group will ask 30 fun and random questions and the fast group who tell the answe get the 10 points pre questions and get 100 points to win the game.

Reason

To improve public speaking and enjoy the trip without getting bored.

Requirement

Bells (as hotel check in bells) and pens and paper [Already paid as shopping fee].

Winner Reward

Free 1 hour rest within work hours during 1 working days.

Name of the game and time

There is a game activity called "Sand Castle" for half an hour during meeting 3 from 2 o'clock to 2:30PM and group leader from each team is responsible.

How to play

10 people in 1 group, 10 groups in total and group members will discuss how they going to build the sand castle and the best builder in the group will build within 30 minutes and the best castle team win.

Reason

To improve team working and enjoy the trip without getting bored.

Requirement

Shovels and buckets.

Winner Reward

Free 1 hour rest within work hours during 1 working day.

For Day 2, September 11 2022

Name of the game and time

There is a game activity called "Picky Boo" for half an hour during meeting 2 from 11AM to 11:30AM and group leaders are responsible.

How to play

One of the group leaders will be shouting "Red Light, Green Light" by facing the sea and suddenly they will turn around by shouting "Red Light" and 9 group leaders from each group will be at the end of the beach with that leader and watching all the employee who move during red light. All the employee must run from start of the beach to the end where the leader is standing and run beyond the line without getting out of the games by stooping at red light and running at green light when leader is facing the sea.

Reason

To have fun and enjoy the trip without getting bored.

Winner Reward

Free Lunch during 1 working day.

Name of the game and time

There is a game activity called "Bingo" for half an hour during meeting 3 from 2 o'clock to 2:30PM and Ei Mon Soe (for Public Speaker and Trainer) and every group leader and all group leader from each team is responsible.

How to play

10 people in 1 group, 10 group in total, 2 papers per group fills with random numbers and while group members are helping the person who is circling the paper by numbers leader will be shouting out randomly and win the game as a group by circling up all the numbers in the paper and shout "BINGO".

Reason

To improve team working and enjoy the trip without getting bored.

Requirement

Bells (as hotel check in bells) and pens and paper [Already paid as shopping fee].

Winner Reward

      Free Lunch during 1 working day.

_____

_____

<u>4 problems during the trip</u>

1. Missing things or miss car
2. Car issues
3. Unexcepted weather condition
4. Health problems

<u>Why we choose these problems</u>

 These are the common problems for every trip and most of the solving option are common too but some people handle it differently depending on the problem and we choose these problems because these might actually be problems for everyone to face it once in their life and to make ready to face it with these common options.

1.Missing things or miss car

a) <u>brief and detail explain of problem</u>

- Overslept and miss the bus

- Leave things at home, hotel, bus, activity and meetings or leave somewhere we cannot remember

- Stolen

- Take wrong things with employee

b) <u>Define the problems</u>

- Overslept and miss the bus

      Overslept and miss the bus is one of the problems because the company plan this trip for all the employee so if one of the employees is left behind, the

hotel bookings and reservation at restaurant will be changed and plans can get complicated. It can affect the company in a lot of ways too.

- Leave thing at home, hotel, bus, activity and meetings

Leaving things at places is not that much of a problem but if an employee forgot important papers, they cannot be part of the activity unless they borrow from someone or the company can't do anything about this problem.

-Stolen

If things got stolen is not that much of a problem because if selfresponsibility for these kinds of problems so the company can't take responsible for this problem.

-Take wrong things with employee

Not just on this trip, People can't take other people things so if they do, the company has to waste extra time for announcing and exchanging the products.

c) <u>Generate the possible solution</u>

Option 1- Set a reminder not to forget important things (Write a note, let we family member remind we, Make a check list, etc.)

Option 2- Check before leaving the places (Home, Hotel Rooms, Meetings, Activities, Bus, etc.)

Option 3- Be responsible for we things

Option 4- Double check everything to every time at anywhere we go

Option 5- Have a backup plan

d) <u>Evaluate the ideas and options</u>

Advantage- Learn to make note for forgettable things and make a habit of making a check list for everything

Disadvantage- Depending on the note and reminder more often instead of using we brain.

Option 2

Advantage- Learn to remind weself to check everything before we leave the place not to leave anything behind.

Disadvantage- None

Option 3

Advantage- Learn to take responsible for weself or things we do and be more mature.

Disadvantage- None

Option 4

Advantage- Make a habit of double checking everything just to make sure nothing leaves behind.

Disadvantage- None

Option 5

Advantage- Make a habit of having backup plans for everything to solve a problem easier.

Disadvantage- Spending extra effort and money on the backup plan.

e) Select the best solution

There are many options and the best solution is not to make a problem first and be prepare for important things which is option 2 but if a problem appears, the backup plan is the best solution because according to google, having a backup solve 80% of we problems which is option 7.

f) Implantation plans according to learning outcome

The employee will learn to respect the time by setting a reminder and gathering material for the tip and also make a habit of preparing for upcoming problem or having thoughts about things that might cause a problem and having a backup plan for the problem.

g) <u>Analyst and feedback</u>

`By analyzing all these options, these options can solve most of the problems that might get in the way during the trip but if any of these can't solve, we will learn to stay as the way it is because not every problem can be solve.

2. Car Issues

a) <u>brief and detail explain of problem</u>

- Last minute decline

- Late arrival to the bus station before the trip or Late arrival to the hotel

- Driver Issues, accidents, fuel issues and car issues (Broken wheels, break, engine, etc.) - Picking up strangers

 b) <u>Define the problems</u>

- Last minute decline

 If a car rented company decline at very last minute before leaving for the trip so this leads to very big problem because there are 100 employee and all the plans with hotel and other things can go off and affect the budget.   - Late arrival to the bus station before the trip or Late arrival to the hotel

 The bus arrival time being late or arrive later than schedule, this could change all the plan during the trip.

- Driver Issues, accidents, fuel issues and car issues (Broken wheels, break, engine, etc.)

 Driver being mean or drunk is big problem because the company is responsible for all the employee in the bus. Due to the bad driver, it could lead to accidents and car issues which could take extra time and not safety for the employee on the bus. If the bus run out of fuel, it could also take longer to buy fuel so this is one of the big problems too.

- Picking up strangers

 The company ranted the bus for employee due to the responsibility of the employees so if the driver picks up random stranger on the way, the employee will not feel safe and if could lead to bigger problem during the trip.

c) <u>Generate the possible solution</u>

- Make sure to choose a good driver or request the car ranted company to hire the best ones.

Option 2- Bring extra wheels and tools (for car issues) and extra fuels tank (For fuel issues)

Option 3- Back up plan (for Last minute decline)

Option 4- Call the car ranted company 1 hours before leaving the trip.

d) <u>Evaluate the ideas and options</u>

Option 1

Advantage- Good driver will know how to drive and know the road to the beach so they know how to drive carefully and not let any accident happens including car issues.

Disadvantage- None

Option 2

Advantage- There is a 50/50 chance of car issues might happen so by bring the requirement tools like wheels, tools for the engine and other things and extra fuels tank if there is not gas station nearby.

Disadvantage- Extra space for requirement tools.

Option 3

Advantage- If bus declined very last minute, call another car ranted company as backup.

Disadvantage- Extra cost for booking fee.

Option 4

Advantage- Reminding the car ranted company about the trip so they will arrive on time or won't decline at very last minute.

Disadvantage- None

e) <u>Select the best solution</u>

Whatever happens, having a good driver is safer and protect from getting into accidents and car issues so option is best option for most of the car issues

problem and having a backup plan for everything is the secondbest options for this problem.

f) Implantation plans according to learning outcome

According to learning outcomes, this problem will make a habit of having plans for things that might happens and taking care of the small things is important (For example; choosing a good driver) and the company has to use extra budget as necessary due to for employee safety.

g) Analyst and feedback

By analyzing these options, car issues are one of the most common issues that can solve easily but having back up plan is always the best for every problem and solve most of it. **3. Unexpected weather condition**

a) brief and detail explain of problem

- Heavy Rain

- Thunder

- Storm

- Over water float on the road

b) Define the problems

- Heavy Rain

    Heavy rain can the stop the trip or delay the trip.

- Thunder

    Light rain and thunder can get through the road but it's dangerous to cross the wide area with no cars surround during lighting.

- Storm

    Bus needs to find nearest stop and wait till weather is good to go.

- Over water float

Since buses are tall and it has big wheels, they are enabling to cross the road but for heavy water float, buses need to find the nearest stop.

c) Generate the possible solution

Option 1- Check the weather for trip days and change the schedule earlier due to the condition

Option 2- Request to make delay arrival for hotels

d) Evaluate the ideas and options

Advantage- It's safer and better to go on a trip in good weather condition.

Disadvantage- None

Option 2

Advantage- Save budget by making a request instead of taking another day booking for the hotel.

Disadvantage- best to make it on time and stick to the plan.

e) Select the best solution

Due to this problem, people can't control the weather but it's best to check on weather before going to the beach and make sure to change the date if the weather condition go bad so option 1 is the best solution according to the problem.

f) Implantation plans according to learning outcome

This option can save up some time instead of making a stop during the trip due to the weather condition and also save up so money so this makes a lesson to everyone in the company that to check up every little detail before going anywhere and how to face it even when unexpected things happen.

g) Analyst and feedback

This kind of problem is out of company control but by using option, the company can make sure to have a safety trip for employee as much as they can.

4. Health problems

a) brief and detail explain of problem

- Car sick

- Stomach problem, bad food, food poison

- Allergic to sea water or food or hotel bad sheets or sands

- Illness

b) <u>Define the problems</u>

- Car sick

 Car sick and throwing up everything the employee ate can make stop the bus more often and take up the time

- Stomach problem, bad food, food poison

 One of the employees ate a bad food or got food poison, it will take up time to make them feel better and if they don't, it could be possible to send them to the nearest hospital and delay the plan.

- Allergic to sea water or food or hotel bad sheets or sands

 Some of the employee might have an allergies of sea water, sand, food, hotel bed sheet and etc. which will take up as a problem because this is a trip to the beach and most of the activity includes swimming (sea water), game activities as building sand castle and eating food which are allergic to them and also hotel bed sheets.

- Illness

 Sneezing more often, headache, covid singles, too much alcohol and hangover are one of the big problems because every illness can be a covid sign and if one of the employees has covid, all the employee in the company might get covid too.

c) <u>Generate the possible solution</u>

Option 1- Have a covid test

Option 2- Take pills before leaving for the trip

Option 3- Stay away from the things (for allergic people)

Option 4- See a doctor Option

5- Careful what we eat

d) <u>Evaluate the ideas and options</u>

Option 1

Advantage- By testing it's positive or negative, it makes other employee more secure about their health.

Disadvantage- None

Option 2

Advantage- by taking pills before leaving, it can save we from car sick.

Disadvantage- Pills side effects (Sleeping)

Option 3

Advantage- Protect from having bad allergies around people.

Disadvantage- cannot include in some of the activities

Option 4

Advantage- can make sure what kind of illness and how to treat it.

Disadvantage- None

Option 5

Advantage- make a habit for what we eat.

Disadvantage- None

e) <u>Select the best solution</u>

 Testing is Covid is the good solution and make other employees feel secure about their health but for every kind of illness, seeing a doctor is the best solution and best treatment for the employees.

f) <u>Implantation plans according to learning outcome</u>

 Save up some money by seeing the doctor the company hired for the trip and save up some time by taking pills before leaving for the trip. For allergies, staying away not the best option and could miss out some of the activity but health is the most important thing to take care of and health is the thing always come first so staying away from allergies can help from illness and also being careful what we eat is also good for getting stomach ache or having food poisoning.

g) <u>Analyst and feedback</u>

 By analyzing this problem, these happens very often not just during the trip but also every single day so it's the best to take care of weself and be responsible but also taking a covid test and seeing a doctor is more secure and know what kind of illness we've been struggling so the doctor can make it less painful and faster way to treat the illness.

After Event

Introduction

  In order to meet the needs and requirements of this task, describe the critical thinking applied during the two-day training, as mentioned in the previous task, and the positive aspects that need to be identified during the critical application, critically analyze what I think will be later When it comes to hosting similar events, there are a few areas that need improvement.

Critical Reasoning

Organizing an event requires the use of different interpersonal skills to handle the different responsibilities within the event. I have many responsibilities and responsibilities to organize and implement the training program. The first task is to design teaching, I have to use my knowledge and critical thinking to design teaching content. I have to analyze all possible questions and sort the answers to make sure everyone is safe. I try to make presentations and videos as fun as possible because fun things are usually more fun than boring ones.

At first, I was afraid of crowds, but over time my fear disappeared. We use different communication methods to ensure the audience is effective and everything is easy to understand. Using various time management techniques, such as the Eisenhower Matrix and Activity Diary, I manage my time to make it a proper and professional education. We are also prepared for some possible problems, such as power outages, laptop battery problems, etc. In this way, I use critical thinking to assess and solve specific problems when designing and communicating activities.

Top Level Workers

Feedback

After the even, I learned that team working is very important and sometime we can't finish a job without in help of we teammates. For example; during this trip, there are 4 games and most of the game activity are combined by 10 strangers into group and they have to work together to win the game. By seeing those games, all the employee makes new friends and also, they learn how to talk with strangers which include improvement of customer services and also team working experiences. For a game activity like "BINGO", we have shout in front of everyone so which improvement the employee's public speaking too. I can see that this trip is worth the budget because all the employees have fun, they can play game activities with strangers and they made friends along the way, they learn how to make roommate, they know how team working is important and they learn a lot of life lessons in meetings. For the top-level workers, they can have a relax time during these activities and they might learn something during this meeting or they might have experience about these new fun games. After the event, everyone has new friends and relaxed and motivated to work.

Middle Level workers

<u>Feedback</u>

 After the event, I learned that, life is very short and we only lived once. During this short life, we have to learn a lot of things, meets new people we never met even though we work in same company for years, being responsible for weself is really hard. I had the same room with IT department people and they taught me a few tricks while using computer and now we became friends and we hangout after the event. During game activities, group of people wee randomly and even though we wee strangers, we all want a reward so we have to work together as team and support each other. This event has over 100 people but I still of to take care of myself since these people are not my family and no one will remind me what to do or what I am allergic of. So, I need to have responsible on my own and it teaches me as a life lesson.

 The improvements in this event wee health care in my opinion. Being a delivery mean that they have to go around the city with a bike on time. They have a limit package so they have to deliver them in times so no matter how much bad weather is, they have to deliver the package. So, most of them caught rain and didn't have time to dried of the rain or didn't really have time to think about their meal and biking is one of the exercises so they are doing exercise all the time and they didn't have proper meals or time to take care of their self.   So having a doctor as presenter might taught them how to take care of their self and side effect of careless action of their life. I learned some habit of mine is actually bad for my health and some health tips form presentation help me out a lot.

Low Level workers

<u>Feedback</u>

        After event, I learned that meetings are not fun as game activities but in this event, meetings are life lessons and very useful. Health care meetings taught us how to be careful during our deliveries and take care of ourself. They even taught us side effects of our careless actions which we don't even notice about. I learned to take care of myself and be careful my action during work.

        For public speaking meetings, delivery services employee cannot be introverts because they get paid to talk with customer and deliver their package so they have to talk in public so I learned it is not that scary to talk in public after I played "Bingo" as one of the game activity in event, if I don't

shout out lout after I win the game, I will lose so I did learn it's not that scary to do public speaking and the company plan us to do group presentation and everyone got to do public speaking so during this event, public speaking meeting made me brave enough to speak in public.

For team working meetings, it's good to have game actives after long meetings and I learn team working is very important everywhere even though I have to be with group of people who are completely strangers for me. There is a game activity called" Trivia Night" which is a group of strangers trying to guess the answe to the question in order to win. So, right after the question was finished, I have to discuss with my group of what the answe might be and say it out lout before any other group shouted. I didn't even know these employees but we made a good team and we made it to the second place so I think this meeting taught me it's very important to work as a team.

For customer services meeting, the employees from delivery department have to deal with every kind of customer whether they are good customers or bad customers so this is very important meeting for us as how to deal with every customer and what is customer services. I learned to control my emotion and my mind not to do anything stupid out in the public or speaking customers.

Work within a team to achieve a defined goal

Name of the activity games	Objective/ goals	How to Play	Requirement	Benefits
Trivia Night Activity	To improve team working and enjoy the trip without getting bored.	10 people in 1 group, 10 group in total and leader of all group will ask 30 fun and random questions and the fast group who tell the answer get the 10 points pre-questions and get 100 points to win the game.	Bells (as hotel check in bells) and pens and paper [Already paid as shopping fee]	Free 1 hour rest within work hours during 1 working days.
Sand Castle	To improve team working and enjoy the trip without getting bored.	10 people in 1 group, 10 groups in total and group members will discuss how they going to build the sand castle and the best builder in the group will build within 30 minutes and the best castle team win.	Shovels and buckets.	Free 1 hour rest within work hours during 1 working day
Picky Boo Activity	To have fun and enjoy the trip without getting bored.	One of the group leaders will be shouting "Red Light, Green Light" by facing the sea and	None	Free Lunch during 1 working day

		suddenly they will turn around by		

		shouting "Red Light" and 9 group leaders from each group will be at the end of the beach with that leader and watching all the employee who move during red light. All the employee must run from start of the beach to the end where the leader is standing and run beyond the line without getting out of the games by stooping at red light and running at green light when leader is facing the sea.		

Bingo Activity	To improve team working and enjoy the trip without getting bored.	10 people in 1 group, 10 group in total, 2 papers per group fills with random numbers and while group members are helping the person who is circling the paper by numbers leader will be shouting out randomly and win the game as a group by circling up all the numbers in the	Bells (as hotel check in bells) and pens and paper [Already paid as shopping fee]	Free Lunch during 1 working day
		paper and shout "BINGO"		

Why we do activities during trip

Fun

The teams may join together to have fun at work thanks to team building activities and games! Making the workplace enjoyable for coworkers can be beneficial in a variety of ways, from lowering staff turnover and sick days to boosting productivity and, consequently, earnings.

Let's look at these alarming statistics:

☦ According to a recent survey, 23% of employees experience workplace burnout.
☦ 50% of staff members have their foot out the door.
☦ 25 percent of workers quit their jobs during the first year.

Employees that are content with their jobs are more likely to be creative and productive. Making work fun is the first step towards accomplishing a lot of stuff. We are not suggesting that we convert we workplace into a sports stadium. We must strike the correct balance and make sure to provide some time for enjoyable pursuits and games that do not divert attention from our primary tasks.

Establish Trust Team-building

Establish Trust Team-building exercises can be very effective in getting employees to know one another better. They can benefit from one another's knowledge, work more quickly and confidently, and build trust.

Trust is a key component of teamwork, and team-building games quickly increase trust. We coworkers learn to rely on their teammates' assistance and knowledge because no one team member can win a team game alone. Employees function more freely and produce better results when they know they can rely on one another.

Enhance mental wellness

41% of workers report experiencing stress, burnout, or depression on a regular basis. We must pay closer attention than ever to the mental health of our personnel. Give we workers a break and add some fun and lightness to their hectic job by using enjoyable team-building activities.

Employee production and motivation have always been intimately correlated with poor mental health. Companies all across the world have begun to acknowledge the crucial part that mental health plays in employee wellbeing and business performance. We can follow the instructions listed below:

- ✛ Make mental health a top priority at work and take practical steps to promote healthy overall wellbeing.
- ✛ Create a welcoming and encouraging work environment that not only addresses but also works to prevent mental health issues.
- ✛ Make an ecosystem of wellness initiatives for employees and engage in some enjoyable games and activities.

Enhance We Physical Health

Giving we staff a day off from work or organizing fitness challenges that don't require them to sit at a desk all day are both excellent ways to encourage physical health.

Businesses cannot function if employees miss work due to physical illness, which is why encouraging good physical health through team building is crucial.

Raise Self-Assurance

Gaining confidence in we abilities and those of we coworker will be facilitated by participating in team-building activities in a relaxed, nonthreatening environment.

Teams-building exercises by incorporating enjoyable activities on occasion, we may break up the monotony of the workweek. Allow them to rest so they can come back to work reenergized and assured.

Promote Originality

Games for team building can be a great way for we staff to express their creativity. For instance, we could challenge we group to construct a boat that can float upright in the pond. Employees collaborate and come up with inventive solutions to complete this assignment in order to compete with one another.

The values of this exercise extend beyond the difficulty and inspire individuals to come up with novel solutions. The following time workers run into a possible issue at work, they will be urged to use their imaginations to come up with a solution. When employees are having fun, they are more receptive to original and creative ideas, which is advantageous for the business.

Analyze team dynamics, in terms of the roles group members play in a team and the effectiveness in terms of achieving shared goals

What are the group's team roles?

These team roles can be distributed based on individual strengths or alternated on a regular basis to help everyone better understand their responsibilities and one another.

The nine types that make up the Belbin team are shaper, implementer, completer/finisher, coordinator, team member, resource investigator, monitor-evaluator, specialty roles, and plants role.

According to the P1, p2 excel plan,

Department	Team Role	Reasons
(peter) manager of Myint Express Bus	Coordinator, Specialist, monitor/evaluator	Respected leader like coordinator role, has expert knowledge for his work and leads and can suggest customer needs like specialist and think carefully like monitor/ evaluator role
(John & Jean) Secretaries leader & Admin Team leader	Shaper, Specialist, resource, Implementer	A lot of action and energy like shaper and leader and expert in their

		department like specialist, well organized like implementer
(holly) finance department	Implementer, Team worker, completer/ finisher	Well organized like implementer and can socialized as team and good team working like team worker and employee can rely on like completer/ finisher

(Sofia) hotel reception	Coordinator, Specialist, monitor/evaluator, team worker	Leader for hotel employee like coordinator and expert in their department like specialist and think carefully during working like monitor/ evaluator and can work as a team and good with team working like team worker
(Linda) hotel manager	Coordinator, Specialist, monitor/evaluator	Respected leader like coordinator role, has expert knowledge for his work and leads and can suggest customer needs like specialist and think carefully like monitor/ evaluator role
(Sarah) Clothing company employee	Shaper, Implementer, Team worker	Have a lot of energy and good with customer like shaper and well organized for their job as

		implementer and can work as team and good at team working as team worker

(Michael)Bike rental shop employee	Shaper, Implementer, Team worker	Have energy during working like shaper and well organized and socialized as implementer and good with team working as team worker
(Billie) hotel admin	Shaper, Specialist, resource, Implementer	Have a lot of energy during work as shaper and expert in their department like specialist and come up with new ideas and possibilities and good networker and also good with customer and socializing like resource and well organized like implementer
(Cal) Hotel cook	Team worker	Good with team like team worker
(Oliva) Hotel employee	Team worker	Good with team like team worker
(Camilla)Hr. department	Shaper, Implementer, completer/ finisher, monitor/evaluator	Have energy and active like shaper and well organized with their job like implementer and reliable for employees like completer/ finisher and think carefully and see

		bigger picture for problems like monitor/ evaluator
(Dr. Aung Kyaw Wynn) For health care	Shaper, Implementer, Team worker, completer/ finisher, Coordinator	Energetic like shaper and well organized as implementer and good with team like team worker and can rely about health like completer/ finisher and leader role like coordinator
Hotel Employees & Hotel Waiters	Team worker	Good with team like team worker
Ei Mon Soe (for Public Speaker and Trainer)	Shaper, Implementer, Plant, Coordinator	Have a lot of energy and good with customer like shaper and well organized for their job as implementer and can work as leader like coordinator
IT department employee	Team worker	Good with team as team worker
Group leaders	Implementer, Specialist, team worker	Well organized and good with socializing like implementer and has expert knowledge of their department and good with team like team worker

Customer services department employees	Implementer, Specialist, team worker	Well organized and good with socializing like implementer and has expert knowledge of their department and
		good with team like team worker
Employee	Team worker	Good with team like team worker

Provide a critical evaluation of we own role and contribution to a

group scenario

As the whole event, these are the role we took as HR manager,

Responsible role	Role	Reason
Rent car	Implementer and resources	Call to car renting company for reservation which has to be good with networking and socializing has to be organized
Hotel booking	Implementer and resources	Call to car renting company for reservation which has to be good with networking and socializing has to be organized and has to know about employee details and back ground for setting up rooms
Motivation speaker	Team worker and resources	Discuss with the team for who to hire for motivation speakers and invite her with good writing through via email

Doctor	Team worker and resources	Discuss with the team for who to hire for doctor (can do presentation about health care and can take care of employee during trip and take care of all health problems) and invite
		him with good writing through via email
Order shirts	Implementer and resources	Call to shirt company to order which has to be good with networking and socializing has to be organized and know employee sizes
Bike rental	Implementer and resources	Call for bike rental company and make reservation for bike rental for 100 employee and ask for fee
Lunch and dinner	Team worker and monitor/ evaluator	Discuss for best meals with team and make reservation and choose a food that is suitable for food poison employees
Snacks	Coordinator	Make a list for necessary item during trip
Shopping	Coordinator	Make a list for back up plan and items for trips and make a list who will go shopping and to what section within budget

Backup plan	Specialist, completer/ finisher and team worker	Can make a list about what might happen and do calculation for back up plan and work as a team to spend money for budget and care for every details employee might need

HR managers play a more active role and are in charge of daily planning and implementation of the high-level HR department strategies, as well as developing new recruiting methods, managing employee benefits, and other tasks.

The organization's worldwide recruiting strategy is developed by HR directors, who also ensure that the organization's policies and programs adhere to labor laws and regulations and foster a work environment that is consistent with its goals and core values.

Managing employee compensation and benefits is one of HR's main responsibilities. Employee satisfaction is maintained at a high level via effective administration of wages, vacation time, and insurance. You will be in charge of allocating, promoting, and enhancing salary and benefit packages as a human resource manager.

Discuss the importance of CPD and its contribution to own learning.
Personal development plan

An organized procedure called personal development planning aids in the creation of an action plan for personal growth and development.

Setting goals and making plans are based on introspection, values, successes, performances, learning, and awareness in the context of a person's interactions with others, their academic progress, and their professional development.

The goal of the personal development plan is to invest in the most important resource—we—so that we can manage life as effectively as possible, no matter what challenges we face. It's a thorough approach that enables the

planner to be proactive and take the initiative on his own to make things happen rather than waiting for them to happen.

Another name for the personal development plan is

✠ Plan for personal development, or IDP
✠ PEP, or Personal Enterprise Plan

Knowing how to plan we own development

It is a positive step since it enables a person to prepare and advance by providing him with the answers to certain important questions. This structure serves as a route map and frequently facilitates introspection.

Everybody has objectives in life, and a personal development plan's job is to create an efficient plan that will enable them to achieve those goals efficiently. A person considers their fundamental competencies while also considering their hobbies, skills, and market prospects.

In order to increase his productivity, he focuses on his strengths and weaknesses and looks for ways to maximize the former and close the latter. Then he considers the resources he has at his disposal and those he can acquire.

Then, in order to get the intended result and accomplish his predetermined goals, he creates a personal growth plan.

Benefit of PDP

The various advantages include the following:

✠ A personal development plan helps we discover areas that need work so that we may use it to advance we career and personal life.
✠ It clarifies a person's own vision.
✠ The ongoing personal development plan assists in understanding we goals and skills.
✠ It becomes simpler to identify we goals for the future and we core values and beliefs.
✠ gives we creativity the space it needs to flourish and mature
✠ The personal development plan assists in establishing knowledge-based and distinct goals.
✠ It increases one's motivation and aids in the process of making decisions.
✠ Work-life balance is enhanced through the personal development plan.

- ✠ It promotes learning and growth, which enhances knowledge, skill, morale, and confidence. This facilitates significant improvements in both personal and professional life.
- ✠ increases efficiency
- ✠ Knowing we strengths and how to use them to overcome we limitations is a useful part of the process.
- ✠ It becomes simpler to monitor we development.

Disadvantage

The following list outlines the potential drawbacks of a personal development plan.

- ✠ When someone embarks on a personal development program, they become intent on learning new information and abilities. The person becomes so engrossed in this allegedly overwhelming information that he begins to lose sight of the original reason he began the procedure.

- ✠ As a result of the lengthy and contemplative nature of the personal development plan process, a person eventually starts to feel lonely since he can no longer interact with people in a natural way.

Importance of PDP

The following are some advantages of personal development for both employers and employees:

It Supports Motivational Boosting

We may better understand we talents, shortcomings, and strengths with the aid of personal development. We may learn to act more effectively and differently as we become more aware of we attitudes, both good and negative, and how they influence others. This will enhance we interactions at work. A pleasant work environment may inspire teamwork and increase productivity.

Develops a dynamic team

We all want to be a part of an exciting team, regardless of our position or the size of the business we work for. A enthusiastic team is essential if we want everyone to be driven to work hard and advance their careers. It encourages development, creativity, and innovation.

It Aids We in Developing We Talents and Skills

The ability to accomplish a certain task in a set amount of time is referred to as a skill. The opposite of talent is natural aptitude or expertise. We may improve both we abilities and talents with the aid of personal development. The ability to create abilities that require improvement and the possibility to develop we talents to help we stand out above other coworkers and employees become simpler when we start recognizing we strengths and deficiencies.

Personal growth raises we value as a worker and increases we chances of advancing professionally. It may also assist we in developing a clear strategy for we future, both personally and professionally. It can help we advance in we career more quickly.

How to define CPD plan (guide with theory)

The Continuous Professional Development Cycle (see image) demonstrates that, like most other learning, professional development is best seen as a cyclical set of actions. The steps in the process are: determining we development requirements; organizing and executing we learning activities; reflecting on we learning; and finally putting what we've learned to use and sharing it with others.
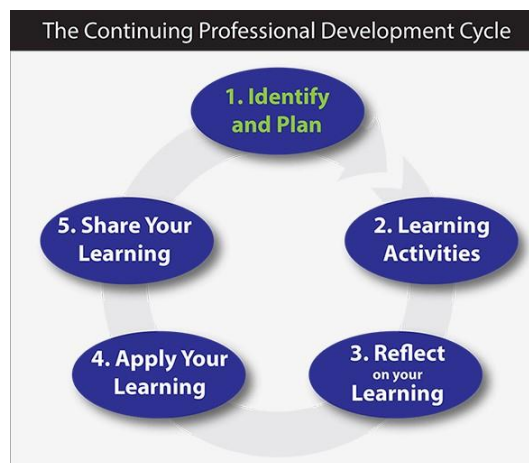
1. Identifying We Needs

There are several methods for determining development requirements.

We might, for instance, conduct a skills audit. It's possible that coworkers or we line manager will comment on a weakness we have. As an alternative, we could be interested in learning more about a specific subject.

Our website on Identifying Areas for Development may be of use to we.

Planning we actions is necessary after determining we primary development areas.

2. Learning Activities

Developmental activities include: formal, such as training programs or specific credentials. These are frequently offered by an outside supplier, but not necessarily, and may be expensive. We may need to think about selffunding or other options, including online resources that are less expensive or even free, as we company may have a cap on how much they are willing to spend.

informal education, such as learning by doing, watching videos (for instance, to instruct surgeons in specific surgical methods), shadowing, mentoring, coaching, or reading about the subject.

A rising number of people are realizing how important and possibly expensive ongoing education is. Professionals are utilizing the internet, particularly in underdeveloped nations, to provide educational materials for free or at very minimal cost. We could discover that using we imagination to locate growth activities pays dividends.

3. Reflect on we Learning

A crucial component of continued professional growth is reflection on the lessons we have learnt. We could discover that we are learning at least as much from we daily activities as from the things that we have labeled as "development" since learning does not solely come from such activities.

We should keep a record of all development-related activities, whether formal or informal, including what we learnt and what we found beneficial or not useful. Make sure we understand how each situation will affect how we behave going forward (how we apply we learning).

If we want to establish healthy habits in this area, we might find our article on reflective practice to be useful.

4. Apply we knowledge

Attending training sessions or viewing videos is only the beginning. The next step is to apply what we have learnt to we current position. This process can be extremely awkward, especially at initially. According to the competency theory of learning, learning occurs in four stages:

unconscious ineptitude, or failing to recognize our ignorance;

- ✠ Knowing where we need to grow and observing others accomplish it, yet nevertheless unable to execute it with any expertise; Conscious incompetence;
- ✠ Conscious competence is the ability to perform tasks pretty well when we pay attention; and
- ✠ Being ability to perform a task nearly naturally and without having to think about it is known as unconscious competence.

Depending on how much practice we have had, we will likely fall somewhere between conscious incompetence and conscious competency after some training or other development activity.

Therefore, in order to go to a stage of unconscious competency, we need to invest time implementing we learning and practicing.

5. Share we Learn

The ability to educate others is a fifth step that some observers add to the competence cycle. It is unquestionably true that ensuring we have thoroughly internalized we learning requires being able to express and communicate what we have learned.

Time Frame& Objective

Objective and Goal
- To be senior programmer who is specialize in java following with php, python and java script
Time – 5 years
Start Date – from 01/01.02023 to 01/01.02027

Actual Plan

No	Objective	Session Taken	Detail Preparation plan	Timespan	Review Date	Review Session

1	Attend soft developme nt major in university	Week days, 8AM to 11AM	✞ Learn program ming language in school ✞ Get full attendanc e ✞ Self-study ✞ Get bachelor in software	3 years	01/12/20 23	01/12/20 25
			developm ent			

| 2 | Attend other programming classes (python, etc.) and 4 skills English class for work | Weekend 9AM to 3PM | ✞ Learn more about python, php and java scripts

✞ Learn about web development

✞ Learn about 4 skills and improve our English

✞ Get full attendance and study hard

✞ Take exams | 10 months | 01/1/2025 | 01/10/2025 |
| 3 | Join coding as java event and | Weekday, Monday to | ✞ Read about | 1 month for | 1/2/2025 | Event day, |

win as best application person	Wednesday, 3pm to 5pm	java coding ✛ Plan about how to make best applicatio n with all methods ✛ Think about design and write it down ✛ Start coding ✛ Solve the error ✛ Use all method if possible ✛ Run the code ✛ Try to use your own applicatio n in and out	prepari ng		1/2/2023 10 am

			✞ Win the event ✞ Get certificate			

| 4 | Join Intern ship and get a job as software develop mar | Weekday s 9am to 5am | ✟ Learn more from senior
 ✟ Learn about work place
 ✟ Learn how to solv e problems
 ✟ Try hard for promotion and get a job in the company
 ✟ Become a specialize software develop mar by working experienc e | 1 year and 2 months | 01/11/20 25 | 01/12/20 27 |

| 5 | Work as team for internship and working as junior software developer and learn from senior and solve the problems and error with the team | Weekday, 9am to 5pm | ✟ Work as a team to solve the error

✟ Learn more from seniors

✟ Communicate with the team

✟ Write coding by taking different roles

✟ Try to write a software with a team

✟ Get help from team mates | Given time from the compan y to write a softwar e | Depend on company | Depend on company but during work hours |

6	Get Working experience and join	5 years after working for the	✞ Get working experienc e by	5 years or more	1/12/203 5	2035 or more
	bigger company or partnershi p with bigger client	first company	carrying on working in internship company and get really good at software developm ent ✞ Partnershi ps with bigger client or change bigger company			

P8

Produce a development plan that outlines responsibilities, performance objectives and required skills, knowledge and learning for own future goals

Time Frame& Objective

Objective and Goal   - Making plan to improve the company as hr manager
Time – 3 months
Start Date – from 01/01.02023 to 01/03.02023

Genuine Strategy

N o	Objective	Session Taken	Detail Preparation plan	Timespa n	Review Date	Review Session

1	plan time and hire teacher to teach English	During work hours, 1-hour work meeting	✠ Hire 4 skills English for foreign customers. ✠ Plan 3 hours during weekend for classes. ✠ Plan for exams and give them certificate and plan for promotion for the one with highest score. ✠ Plan for right amount of fee (also	Within 3 months	01/03/020 23	1 hour within workin g hour
			plan for to cut off the salary or they paid their self)			

2	Plan for customer services for customer service department and delivery department	During work hour, 1-hour meeting	✝ For better customer service and to treat better to customer during delivery ✝ Hire business teacher to teach them about customer service	Within 3 months	01/03/020 23	1 hour within working hour
3	New sales and promotion plan to improve the company (Sales and marketing department)	During work hours, 1-hour work meeting	✝ Promotion plan ✝ Delivery discount plan ✝ New sales plan ✝ New products plan ✝ Advertisement plan	Within 3 months	01/03/020 23	1 hour within working hour

English class plan

Objective and Goal
- Teach English for delivery department till advance

| Time – 1 year | | | | | | |
| Start Date – from 01/01.02023 to 01/012.02023 | | | | | | |
No	Objective	Session Taken	Detail Preparation plan	Timespan	Review Date	Review Session
1	Start English class and learn about 4 skills (beginner) (delivery department)	Weekend 4pm to 5pm	❖ Learn writing ❖ Learn reading ❖ Learn speaking ❖ Learn listening ❖ Play actives ❖ Take notes ❖ Self-study	2 months	01/02/02023	2 hours exam
2	English class about 4 skills (pre-intermediated) (employee can stop or carry on	Weekend 4pm to 5pm	❖ Join clubs ❖ Learn more about English ❖ Learn due to test box for IELTS sessions	3 months	01/05/02023	3 hours exam

	attending this level)		✝ Play activity ✝ Talk with foreigner ✝ Go to trip ✝ Prepare for exam			
3	English class intermediate (employee can carry on with this class or stop)	Weekend 4pm to 5pm	✝ Prepare for exam ✝ Learn more about this level ✝ Selfstudy ✝ Talk more ✝ Practice more ✝ Listen audio books ✝ Speak with classmate ✝ Pass the exam	3 months	01/08/020 23	3 hour exam

4	Last level advance English class (for employee who pass intermediate only)	Week end 4pm to 6pm	✞ Read books ✞ Selfstudy ✞ Talk with a lot of foreigner ✞ Prepare for exam ✞ Listen more	4 months	01/12/020 23	3 hours exam
			✞ Speak more ✞ Write novel ✞ Focus during class ✞ Take full attendance ✞ Get certificate ✞ Win scholarship if possible			

Customer service for customer service department and delivery department

Objective and Goal
- Teach customer service for customer service department and delivery department
Time – 5 months
Start Date – from 01/01.02023 to 01/5.2023

No	Objective	Session Taken	Detail Preparation plan	Timespan	Review Date	Review Session
1	How to treat customers How to solve problems	Weekend 3pm to 4pm	❖ Importance of customer service	5 months	01/05/02023	Everyday depending on every customer review

How to talk to people Importance of customer service		✞ How to treat customer ✞ How to solve problems ✞ How to deal with every kind of people ✞ How to deal with angry customer ✞ How to deal with different language customer ✞ How to be respectful ✞ How to deal with rude customer			and daily problems

Sales promotion

Objective and Goal

- Announce sales and promotions and new update about company and also sales and marketing class		
Time – 2 months		
Start Date – from 01/01.02023 to 01/2.2023		

No	Objective	Session Taken	Detail Preparation plan	Timespan	Review Date	Review Session
1	Sales and marketing class	Weekend 9am to 10am	❖ More sales strategy ❖ Marketing talents ❖ How to sell product ❖ How to be a sale person ❖ Customers right ❖ New plans ❖ How to make people to buy your products	2 months	01/02/02023	During announcement period

| 2 | Announce new sales plan and discount, promotion and update about company | After classes, 9am to 11am during work hours, company meetings | ✞ 10 % discount for more than 10 lakhs product
 ✞ New sales product on promotion
 ✞ New update about company
 ✞ Announce exam dates
 ✞ Improve plan of the company | After classes, 3 hours | 01/02/020 23 | - |

Compare and contrast different motivational theories and the impact they can have on performance within the workplace

What is motivation?

Motivation is the drive that propels people to act in pursuit of their goals. It is human behaviors that prompt people to behave. People are driven to act because it will further their aims. They may behave out of necessity for money, success, status, and their greatest potential.

Understanding diverse psychological aspects that might boost motivation while working toward professional goals includes:

- ✞ a need for money
- ✞ Acceptance or acknowledgement
- ✞ Success
- ✞ Teamwork
- ✞ gratification at work, etc.

Making employees willing to perform with all of their passion is one of the key responsibilities of managers or leaders in the workplace. In this way, a manager's or a leader's role is to pique an employee's curiosity so they will be organically driven.

Additionally, external incentives are important for encouraging workers.

The phases of motivation include the perceived need or drive, the stimulation that arouses the need or drive, and the accomplishment of goals or needs that are being met.

Features

Continuous motivation is a process. People required motivation to survive. It is a psychological occurrence that influences how each person behaves. The more intricate it is, the more benefits it has.

The following are the primary traits or qualities of motivation:
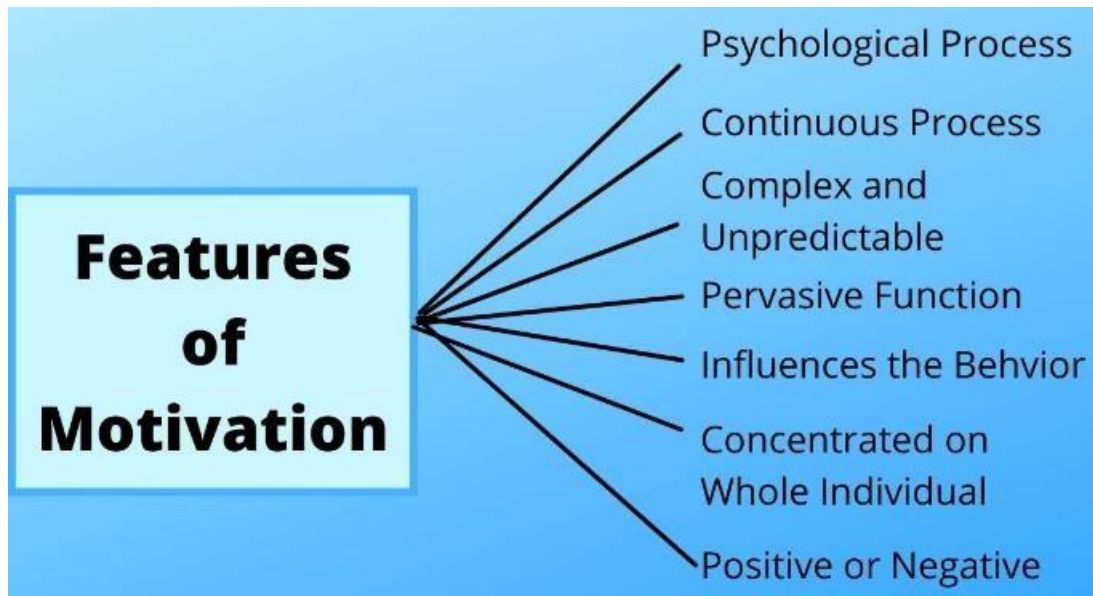
Behavioral Process

The psychological process of motivation. It is a method for getting the intended outcome by influencing and motivating subordinates to behave in a certain way.

Every employee in the company has different demands, motivations, and goals, thus a manager must take care to grasp these things. The methods used to encourage subordinates vary, and even two people cannot be motivated using the same method.

Uncertain and Complex

It is unexpected and intricate. Human desires are limitless and shift with the seasons and circumstances. A person who is content right now could not remain so in the future.

Similar to this, even two people may not have the same motivations driving their actions and resources. A manager must therefore be aware of motivating staff members and efficiently attaining goals.

Continuity of Function

It is an integral part of management at all levels. In the management hierarchy, motivation is the responsibility of every manager, from the top level to the lowest one.

A manager's primary responsibility is to inspire his direct reports, followed by that of other direct reports further up in the management structure. The notion of teamwork and collaboration must be developed among all organization members in order to achieve this.

Importance of motivation

In addition to being crucial for an individual's development and success, motivation is also crucial for a leader or manager to successfully guide a group of people toward a common goal.

To maximize the success rate, a manager, leader, or administrator needs a team that is truly committed.

We team members will work harder and more enthusiastically to achieve their objectives if we can inspire them.

Several factors make motivation crucial for a company, including:

- ✠ Making use of human resources
- ✠ encouraging people to be more willing to work increasing their degree of efficiency helping the firm reach its aims
- ✠ fostering amicable relationships
- ✠ leading to the workforce's stability
- ✠ lowering turnover and absenteeism
- ✠ Developing a feeling of community

Increases efficiency at work

Employee motivation is a key element in increasing work efficiency, which implies that when employees are motivated, they are more likely to accomplish their duties to the best of their ability with the least amount of effort, time, and resources wasted.

Such motivation fills the gap between the capacity to work and the inclination to work by making the greatest use of available resources. An employee is driven, more effective, and productive at work when they are willing to put in the effort.

Builds a positive workplace environment

Although it is hierarchical, employee motivation tends to strengthen the bond between leaders and subordinates. Employees feel content when they reach a goal or aim, but when they receive adequate acknowledgment and

praise from their bosses and superiors, they feel like they have support behind them.

Having assistance at work improves coordination and cooperation inside the company and instills a sense of teamwork in the workers.

How motivation affect behavior

Behavior and Motivation: goal-directed behavior is caused by motivation. A person will act in a way that tries to fulfill himself in order to avoid feeling the lack of that particular thing if they have a high desire for it. Using a figure, the following explanation may be made.
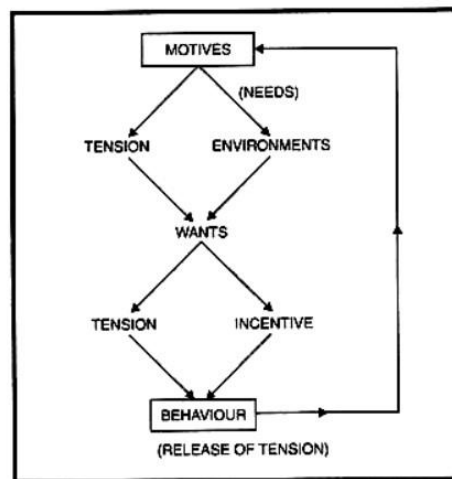
Needs that Influence Human Behavior: A human need causes stress in the psyche of the person and, depending on the surroundings, this need evolves into a want. Once more, there will be mental strain that can only be relieved by a specific action taken by the person in question. The incentives, which are there in order to meet the need, may be the root of that specific behavior. The satisfaction of one need will eventually result in the sense of a different or similar desire. As a result, this process remains ongoing.

An individual who is frustrated will want to modify the circumstance by engaging in a different behavior because frustration is not a desirable state for him. This kind of behavior will not be consistent because individuals are unique.

Typical examples of conduct include:

1. Aggression: When a need is not met, a person may become hostile. Displacement (attacking the cause of frustration or another object), Negativism (passive resistance acting intentionally or subconsciously),

and obsession are examples of many types of aggressiveness (nonadjustive reaction).

2. Compromise: The person tries to compromise the circumstances. Compromise can take many different forms, including identification, projection, justification, and reaction construction.
3. Withdrawal: Leaving the situation physically or mentally is another strategy for managing frustration. There are several types of withdrawal, including fantasy, regression, and flight.

Human relation and performance

The concept of organizational psychology's human relations management theory, which dates back to the early 20th century, holds that employee motivation and productivity may be raised by fostering supportive social relationships at work and valuing each person as a unique individual. It contends that enhanced working circumstances (participation, empowerment, and favorable treatment) result in higher output.

That sounds a lot like how successful businesses are run in the modern day, right? The way businesses wee operated underwent a significant change as a result of this philosophy, and the majority of companies still employ elements of this approach.

It does, however, have its detractors, just like everything else. Let's examine some of the advantages and disadvantages of the philosophy of human relations management.

Benefits of the philosophy of human relations for management

It seems obvious that treating each person as a distinct individual would have benefits for morale, communication within the workplace, and motivation. A human relations strategy does provide several significant advantages for employers, such as:

Greater engagement: When workers feel appreciated, they are more invested in their jobs and the companies they work for.

Increased productivity: As a result of employees' stronger engagement to their firms, both employee motivation and productivity increase. In fact, according to study, an engaged staff may increase productivity by up to 21%.

Increased retention: As a result of all of this, employees are more likely to remain with the company over the long term. According to a poll of more than 50,000 workers, motivated workers are 87% less likely to leave a firm.

Productivity

Like most workers, we want to succeed in we position. We must have a clear grasp of what is required of we in order to do that. To satisfy such goals, we might also require assistance and training.

Performance management involves more than just an annual review. The key to effective performance management is ongoing, constructive communication between we and we manager. By maintaining in touch with we manager throughout the year, we'll be able to change we job performance as necessary, and we manager will be able to monitor it and support we efforts to achieve we yearly objectives.

Preparing for the upcoming year

We job objectives for the future year should be discussed with we boss. This conversation should happen around the time we receive we yearly performance assessment for the preceding year.

The conversation could cover:

- ✠ An examination of we job description Is it thorough and accurate?
- ✠ a set of objectives for the upcoming season. The departmental goals and we job description should be linked to we objectives.
- ✠ a determination of the information and abilities we must acquire to fulfill we objectives.
- ✠ we long-term career objectives will be discussed. Now is an excellent moment to promote opportunities for training and employment that will advance we career.

We supervisor and we should keep a record of we professional development requirements as well as we goal. Get a copy of this document so we may use it as a reference throughout the next review period.

Make sure to discuss we objectives and expectations with we manager if we have any questions.

Motivation Theories

Understanding what motivates a person to strive toward a certain goal or result is the subject of motivation theory. All of society may benefit from it, but business and management stand to gain the most.

This is true because motivated employees are more productive, and productive employees produce more revenue. In fact, studies have shown that motivated, happy workers may boost productivity by about 12%.

Basics of motivation theories

Although motivation theory has several subfields, at its core, it consists of just two things:

external elements In this case, rewards for effort or penalties for missing goals are used to drive individuals.

internal elements People are driven in this situation by a desire to meet human needs. These can include the need to satisfy their supervisor or the desire to fulfill certain professional or personal objectives.

Extrinsic and intrinsic motivational variables combine to motivate most people. We must comprehend what that mixture is as a manager.

How Can Motivation Theories Be Used To Increase Worker Productivity?

Understanding motivation theories is crucial for managers and HR leaders since they hold the key to better employee performance and behavior.

- ☦ We know from personal experience that motivated workers:
- ☦ Work harder and provide more reliable and superior outcomes
- ☦ less inclined to quit groups
- ☦ are typically more influential on their peers in a favorable way.

Increased employee involvement has been related to better performance, according to research.

According to other research, more employee engagement also has a favorable impact on company indicators including customer happiness, productivity, creativity, efficiency, staff retention, and even health and safety.
Can managers and HR teams benefit from motivation theories?

Can theories of motivation assist managers and HR executives in understanding how to motivate their workforce or enhance their output? The quick response is yes.

It's fascinating to see the results of the thorough analysis the CIPD made of the data supporting and refuting many well accepted theories of motivation.

In essence, their research demonstrated that several widely accepted theories of motivation aren't supported by the evidence. However, if they are

used in a way that supports positive conduct and employee engagement, they remain appealing and important.

How Do Corporate Culture And Employee Motivation Relate?

Employee contentment, motivation, and productivity all increase when workers are a part of a culture that recognizes the significance of psychological safety. These factors directly influence economic performance.

Contrarily, a toxic corporate culture violates people's demands for safety, including their desire for social stability, emotional stability, financial stability, order, and predictability.

As a result, actions start to serve the self. Even if ambition to succeed may still exist among employees, it comes at the price of authenticity and perhaps even pleasure and mental health at work.

What Are the Most Common Theories of Motivation?

The following section provides a summary of four of the more prevalent motivational theories in use today:

Motivation-Hygiene (Two-Factor) Theory of Herzberg

Do people get their motivation from internal or external (extrinsic) factors? Actually, both are relevant! Let's examine Herzberg's idea of motivation and cleanliness (also known as his two-factor theory).

In a nutshell, Herzberg proposed that two types of factors might either encourage or demotivate people.

According to his hypothesis, if extrinsic (hygiene) variables wee not controlled, they may lower satisfaction while intrinsic (motivational) elements could boost it (or were poorly managed).

Intrinsic Factors	Extrinsic Factors
Achievement	Company Policies
Recognition	Working Conditions
Responsibility	Supervisor Support
Advancement	Salary
Nature of Work	Interpersonal Relationships

<u>Example of Two-Factor Theory</u>

The majority of managers nowadays operate under the presumption that motivational variables encourage and help people do better performance. And they are largely shown to be correct.

However, when working conditions are terrible — when they aren't supported, paid insufficiently, ignored, or forced to follow illogical business standards — their drive wanes.

McGregor's Theories X and Y

McGregor's Theory X and Theory Y method is another popular motivation theory. This is also seen as an approach to management styles, rather than a motivation theory, as first stated in his book The Human Side of Enterprise, although his discoveries still apply.

Managers who believe that employees are innately sluggish or uninspired adopt McGregor's Theory X. When workers behave in this way, an authoritarian strategy is required, frequently involving micromanagement, to guarantee that tasks are completed. They must be "coerced, regulated, and directed toward corporate goals," according to HBR.

Theory Y uses a participatory methodology. People with this mindset are driven by their own interests. People that have a Theory Y mentality look for responsibility, wish to be self-directing, and participate in problem-solving.

Example of Theory X and Theory Y

In practice, whether managers will employ a Theory X or Theory Y approach depends on the makeup of the organization. It could be more reasonable to use some micromanagement in highly regulated businesses, where there are real everyday risk concerns, or where the requirement for extremely exact and correct work (more akin to a Theory X style).

However, since this hypothesis was initially presented in 1960, the world has advanced. Even workers in environments like this desire to find solutions to issues. The technique that could work best is on the Y side of the spectrum (while adjusting for context).

Actualizing Motivational Theories

Tremendous HR executives are instinctively aware that treating people well, equitably, and with regard increases the likelihood that they will provide them with great value. Having said that, it's not always simple for HR directors to find the time or develop the systems that promote employee success. personae assists we in automating routine HR procedures so that the unsung heroes of workplace happiness may focus on what they do best: designing the ideal environments for both people and their enterprises.

A Comparison of Motivation Theories
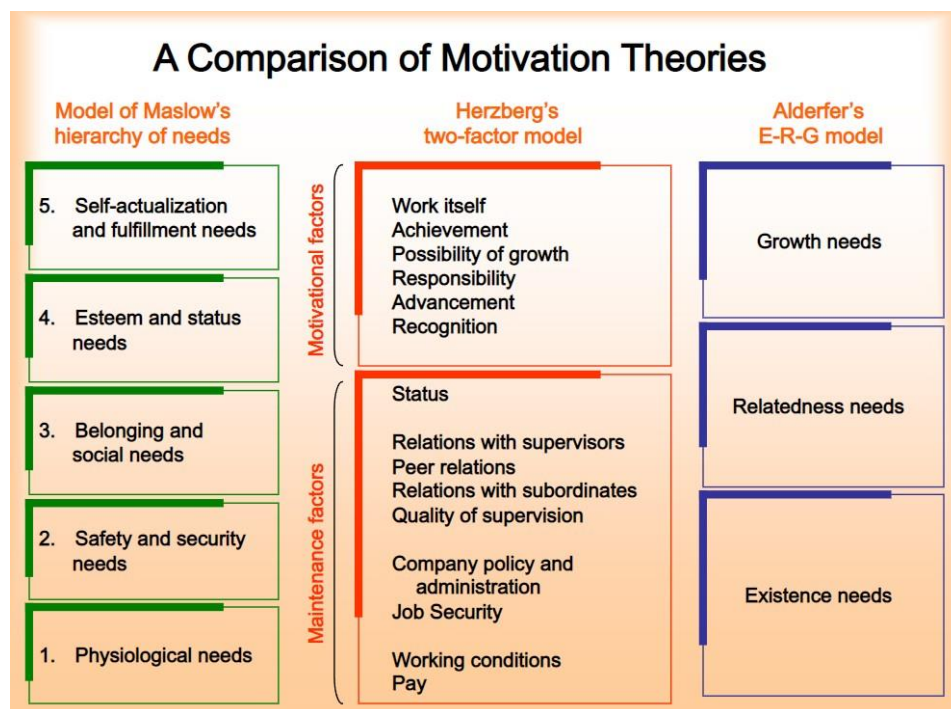
How do we inspire any level employees?

- ✠ Attempt to look past the bonus.
- ✠ Make receiving praises a habit in we workplace.
- ✠ Show them how important their achievement is.
- ✠ Change it up.
- ✠ Set the same requirements for management as for staff.
- ✠ Give them the appropriate tools.

Evaluate a range of evidence criteria that is used as a measure for effective CPD.

The process of evolving or progressing steadily in the direction of a more advanced state is called progression. Both in one's personal and professional life, this is true. On a personal level, we are always learning new things and expanding our knowledge, whether it is through travel or acquiring new DIY skills around the house.

Employees engage in ongoing professional development (CPD) at work in order to excel in their positions and advance the organization for which they work. How frequently businesses encourage staff to learn new things and participate in CPD will have a big impact on how quickly or effectively that growth occurs.

Maintaining High Standards for Employers

Employers are essential to workers' CPD. This means that learning and growth are ingrained in we culture for high performing firms. Employers make investments in learning and development initiatives and actively encourage staff to take advantage of CPD. Employers can gain from CPD in the following ways:

- ✠ maintains excellent standards across the whole organization.
- ✠ favorably impacts an organization's expansion and success.
- ✠ enables a culture of learning and encourages positive workplace relationships.
- ✠ increases worker output and contributes to the development of a motivated and effective workforce.
- ✠ increases employee loyalty since workers feel appreciated and devoted to the organization.

✣ gives employers the flexibility to adapt to changes in we sector.

Employee Learning and Development

Employees could find it difficult to stay up with the ever-evolving workplace without CPD. This is particularly valid if we line of work includes compliance, where new rules and official guidance are frequently introduced or changed. Additionally, it's a fantastic method to keep staff members enthusiastic and invested in their jobs.

The advantages of CPD for workers include:

✣ keeps certifications current while assisting students in developing useful skills in the workplace.
✣ fills in any knowledge gaps and enables workers to adjust to a rapidly changing environment.
✣ improves capacity to learn and grow as well as workplace efficiency.
✣ enables workers to show ambition, talent, and a desire to learn new abilities.

✣ keeps workers focused on the road to career advancement, employment stability, and professional achievement.

Therefore, CPD is advantageous and crucial for both businesses and employees. CPD encompasses more than just learning and growth. It is important for creating a competent, content workforce and a positive working environment for both businesses and employees. It may improve a company's image among consumers and clients as well as potential workers, channeling even further down to customers and prospects.

The usefulness of CPD at work

A person's confidence in their area will grow as a result of CPD, which may also ensure that their knowledge and abilities are of a better caliber as they become more successful via training and experience.

Employees can demonstrate their capacity for self-improvement and commitment to succeeding in their present position by completing job-specific CPD courses.

CPD can assist we in reintegrating and honing we abilities whether we are unemployed or want to grow in we present position. Effective CPD may also assist we in identifying the route to new prospects if we wish to search for a change career with we existing company.

The advantages of CPD (for employer and employee)

For businesses to prosper, its personnel must possess the necessary skills and expertise. The global talent deficit has been identified by Gartner research as the top rising risk confronting enterprises, and Korn Ferry has issued a warning that, by 2030, more than 85 million positions may go unfilled due to skill shortages.

By making a commitment to CPD, we can strengthen we talent pipeline and position weself to not just take advantage of possibilities now but also those that may arise in the future for we business.

Additionally, demonstrating we willingness to help employees' professional growth can enhance we employer brand and improve the employee experience. This will increase output and lowe worker turnover.

If employees feel that they are continually growing and learning new things, they will be more likely to feel fulfilled and satisfied in their work.

CPD will improve employees' long-term employability and future career possibilities in addition to making them a more valuable asset to their present firm (which puts them in a better position to demand greater pay).

Differences between training & development and CPD

CPD can be more flexible and tailored to the individual than occupational training and development, which is frequently more formal, planned, and managed by the company.

Employees may actively participate in controlling their own professional growth and evolution by combining various approaches, concepts, and learning processes that work for them. Effective CPD understands that different people will respond to different learning strategies, therefore people should have some control over how they learn new things and develop their skill sets.

CPD places a strong emphasis on outcomes — as opposed to the techniques and time required to obtain them — and how the process may produce outcomes that are directly related to the person's job and performance.

1. Ensure that it is used

It is we duty as HR to make sure that corporate rules are regularly followed throughout the organization. It's critical that CPD receive the same

level of consideration as other policies. Every time a new employee joins the team, we should make sure they receive the necessary training before starting their job. This enables them to not only abide by whatever rules we may have about the workplace, but it also helps them to feel a part of the business.

It's crucial that we implement this CPD during onboarding by providing other professionals with access to training. While it is crucial to keep employees informed of any changes to corporate policies or regulations, this should also be utilized to assist people advance their careers.

2. **Create accessibility**

All of we staff should be able to easily access any training programs we may have in place. This means that in addition to considering the various skills of we workers, such as those with hearing or vision issues, we also need to keep it as easy as we can. Employee participation in CPD is significantly increased if obtaining it is made simple.

Employing the intranet has proven to be a successful strategy for many businesses to give staff members access to training materials from anywhere.

If this forms the basis of we CPD, we must ensure that it functions as intended and that the user experience is as positive as possible.

3. **Individualize it whenever we can**

Employee skill diversification where they see fit is one of the main advantages of CPD. There will undoubtedly be certain training components that are required of everyone on occasion, but everything career-related should be left to the individual.

The fact that workers will demand help during any training doesn't imply we should provide it to them entirely. Giving workers CPD credits to be used over a certain period of time is an excellent solution to this problem. This forces them to prioritize training while also giving them a range of skill sets to hone.

4. **Incorporate peer-to-peer instruction**

Peer-to-peer training has a lot to offer when it comes to upskilling staff, but HR frequently considers outside resources or sessions. This approach can help to strengthen corporate culture and collaboration within a department or the overall firm in addition to being a cost-effective way to conduct training.

Peer-to-peer sessions have an extra advantage in that we can make sure that workers are being molded in a way that is consistent with we own business practices and goals. Going outside the firm can certainly benefit we staff, but there is a chance that they may learn something that isn't in line with how we organization like to operate. We may avoid this danger and have better control over the content given via internal training.

5. **Include management**

Each CPD program need to have managers at its core. Getting them on board from the beginning is crucial since they have a huge duty in motivating others to participate in training. Each employee should have a development plan that includes future objectives, a way to track their training and skillsharing activity, and other information.

It can also be helpful to match the proper sessions to the most suitable workers to have someone who is aware of the difficulties and motivations of those participating in the process.

CPD training options

However, let's first examine what qualifies as CPD training for accountants. Fortunately, employees may choose a variety of activities to fulfill their annual CPD requirements.

Keep in mind that the CPD points we workers achieve must be applicable to their present roles or desired future careers within the firm when it comes to auditing. Some examples, although not all, are as follows:

- ✛ Work-based education
- ✛ Secondments
- ✛ Online learning might involve coaching, mentoring, or being coached or mentored.
- ✛ training sessions
- ✛ providing instruction Other academic or professional credentials ✛ Research

What advantages does CPD training offer?

Following are some advantages that both the business and the employee might experience as a result of completing CPD training:

- ✛ increased efficiency and respect for industry norms.

✟ acquiring skill sets that enable them to take on a wider range of employment.

✟ the capacity to help the organization achieve its business plan. ✟ being ability to adapt to change successfully.

Significantly increase output

Whenever a business introduces training programs, productivity often rises.

Any discipline of training for the whole workforce, from the accounts payable division to the executive level, enhances:

✟ Competitiveness
✟ Morale
✟ Profitability
✟ consumer contentment
✟ % of the market
✟ Reputation and profile of the company

It may also result in a decrease in worker turnover, which may be expensive in terms of retraining new hires and related recruitment expenses.

Offer CPD training as a way to attract new hires!

A firm that invests in CPD is more appealing to potential new hires who are looking to further their careers and the chances that come with such advancements.

Without a training strategy, top prospects that we business should be pursuing will begin to question if their career goals can be fulfilled by working for we.

CPD training should always aim to make employees better so that the firm and the employees both gain from it.

There is nothing wrong with achieving both the company's business goals and an employee's personal ambitions at the same time. Actually, that ought to be the motivation behind we workout plan.

Companies' CPD programs may differ, but they should typically contain the following:

✟ Objectives
✟ Team development Team building

- ♰ leadership training
- ♰ Coaching
- ♰ technical advancements

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