

Personal Development Plan

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If you would like to come back and see how much you have improved, or update your current list of actions, please visit My Information at nibusinessinfo.co.uk



Introduction

To help ensure success for your business, a company owner needs to have a broad range of skills relating to management and leadership. Based on your current role and situation, this tool has prioritised the most important areas that you need to concentrate on and will point you in the right direction for further advice and training

Don't forget that as long as you have saved your plan online, you can visit the Business Link website at any time, or for businesses in Northern Ireland visit the NIBusinessInfo.co.uk site, to update your plan and see how much your skills have improved.

This tool has been based on the National Occupational Standards for Management and Leadership. The full standards can be viewed at <http://www.management-standards.org.uk>

Areas that need some improvement

The skills that need some development:		
<ul style="list-style-type: none">• Communicating• Planning• Monitoring	<ul style="list-style-type: none">• Decision-making• Information Management• Problem Solving	<ul style="list-style-type: none">• Leadership• Evaluating• Consulting

You have lower scores for the skills needed in each of the following areas. This does not mean that you cannot do these tasks or have not done them well in the past. It simply means that in order to be truly successful in these areas, you may need to brush up on some skills and get some advice on how to go about the following actions.

1. Map my business environment

Excellent performance in this area results in being able to:

- obtain information on customers and competitors and actively use the information to support your business
- monitor and evaluate trends and developments inside and outside the business
- identify and prioritise the strengths, weaknesses, opportunities and threats of the business
- explore and assess a range of future scenarios that your business may operate in
- organise information and knowledge in a way that supports effective planning

In order to improve in this area, you may want to get some advice on:

- different sources of information on customers and competitors and how to use them effectively
- how to measure and review business performance
- how to analyse business culture
- how to undertake a Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis
- how to undertake an analysis of the Political, Economic, Social, Technological, Legal and Environmental (PESTLE) factors

[Download full details of the Map my Business Environment Unit from the MSC website \(PDF\)](#)

2. Manage risk

Excellent performance in this area results in being able to:

- ensure that your business has a written risk management policy that is clearly communicated to all relevant people
- establish and regularly review risk criteria seeking views of staff and stakeholders
- collect and evaluate information from across the business on how identified risks have been dealt with
- encourage people to take acceptable risks and to make and learn from their mistakes
- ensure that sufficient resources are allocated to support effective risk management
- monitor and review effectiveness

In order to improve in this area, you may want to get some advice on:

- types of risk and the key factors which drive them
- key stages in the risk management process
- how to develop a written risk management policy, what it should cover and when to revise it
- how to communicate the written risk management policy to staff and stakeholders
- the types of decisions and actions that might be taken in relation to identified risks
- how to establish effective systems for monitoring the risk management process

[Download full details of the Manage Risk Unit from the MSC website \(PDF\)](#)

3. Put the business plan into action

Excellent performance in this area results in being able to:

- make sure the people involved understand and support the plan
- use agreed methods to monitor the implementation of the plan
- adjust the plan or the people and resources in a way that is consistent with the business' overall vision and objectives
- inform people involved of adjustments to the plan and help them make changes to their own plans
- identify areas for improvement and communicate these to colleagues and

stakeholders

In order to improve in this area, you may want to get some advice on:

- the importance of communicating the plan to people and ensuring understanding
- how to monitor and review implementation of and performance against the plan
- how to assess and manage risk
- how to further develop and adjust the plan
- identifying ways in which future planning can be improved

[Download full details of the Put the Business Plan into Action Unit from the MSC website \(PDF\)](#)

4. Plan the workforce

Excellent performance in this area results in being able to:

- evaluate strategic objectives and associated plans to obtain information needed for workforce planning
- identify the type of skills, knowledge and experience required to undertake current and planned business activities
- review capacity and capability of the current workforce to meet identified requirements
- specify workforce requirements that are capable of achieving the business' objectives
- develop plans that meet long, medium, and short-term requirements, making best use of internal and external people
- communicate workforce plans to relevant people for information

In order to improve in this area, you may want to get some advice on:

- what an effective workforce plan should cover
- sources of specialist expertise in relation to workforce planning and how to make use of them
- legislation and requirements relating to employment, workers' welfare and rights, equality and health and safety
- strategies or services that need to be in place for when people leave, including redundancy counselling
- the different ways in which workforce requirements can be met, their advantages and disadvantages, costs and benefits

[Download full details of the Plan the Workforce Unit from the MSC website \(PDF\)](#)

5. Recruit, select and keep staff

Excellent performance in this area results in being able to:

- talk with colleagues who are leaving your area of responsibility to identify and discuss their reasons for leaving
- regularly review the work required in your area, identifying any shortfall in the number of staff, skills or experience
- consult with others to produce or update job descriptions and person specifications
- consult with others to agree methods, timings and responsibilities in the

- recruitment and selection process
- judge whether the recruitment has been successful and identify any areas for improvement

In order to improve in this area, you may want to get some advice on:

- how to measure staff turnover, the effects of high and low staff turnover and how to address any problems
- how to review the workload in your area to identify any shortfalls and the different options for addressing them
- what job descriptions and person specifications should cover
- different stages and methods in the recruitment and selection process
- why it is important to give fair, clear and accurate information on vacancies
- how to take account of equality and diversity issues, when recruiting, selecting and keeping colleagues

[Download full details of the Recruit, Select and Keep Staff Unit from the MSC website \(PDF\)](#)

Your strengths

The skills you excel in:		
<ul style="list-style-type: none">• Reviewing• Thinking Strategically• Valuing and Supporting Others	<ul style="list-style-type: none">• Negotiating• Risk Management• Reporting	<ul style="list-style-type: none">• Thinking Systematically• Learning• Managing Conflict

You have scored highly in the skills needed for each of the following areas. This suggests that you have the capability and existing knowledge to carry out any of these associated tasks but you may still want to get some help along the way (see our list of contacts)

1. Develop the culture of my business

You are able to develop a culture within your business that is in line with your business' overall vision and strategy

[Download full details of the Develop the Culture of your Business Unit from the MSC website \(PDF\)](#)

2. Promote equality and diversity in my business

You understand the business benefits of actively promoting equality of opportunity and diversity in your business eg releasing the full potential of your employees and being seen as a forward looking employer

[Download full details of the Promote Equality and Diversity in your Business Unit](#)

[from the MSC website \(PDF\)](#)

3. Encourage innovation in my business

You are able to encourage and support people in your business to identify and develop ideas eg for new products, improvements to existing products or improvements to existing ways of working

[Download full details of the Encourage Innovation in your Business Unit from the MSC website \(PDF\)](#)

4. Develop working relationships with stakeholders

You are aware of the roles, responsibilities, interests and concerns of colleagues and stakeholders and work with and support them in various ways.

[Download full details of the Develop Working Relationships with Stakeholders Unit from the MSC website \(PDF\)](#)

5. Implement change

You can put in place the necessary resources and supporting systems, including monitoring and communications to turn a "vision" into a practical reality

[Download full details of the Implement Change Unit from the MSC website \(PDF\)](#)

Your action plan

The following plan includes the actions you have previously selected and links to suggested resources.

	Action	Resources	When
1.	Map my business environment	Find local courses about mapping your business environment from the learndirect website Find local events about mapping your business environment from our events directory	Complete within 3 months
2.	Manage risk	Find local courses about managing risk from the learndirect website Find local events about managing risk from our events directory	Complete within 6 months
3.	Put the business plan into action	Find local courses about putting your business plan into action from the learndirect website Find local events about putting your business plan into action from our events directory	Complete within 9 months
4.	Plan the workforce	Find local courses about planning the workforce from the learndirect website Find local events about planning the workforce from our events directory	Complete within 9 months

Key contacts

- Your local business link:

Your local BusinessLink can offer you free, impartial and comprehensive advice to help your business start up, run and grow. They will also work with you to diagnose any issues and match your requirements with the best private or public sector solution in the marketplace.

Coventry and Warwickshire Chamber of Commerce

Oak Tree Court, Binley Business Park, Harry Weston Road, Coventry, West Midlands, CV3 2UN

Tel: 024 7665 4321

Website: www.cw-chamber.co.uk

Email: info@cw-chamber.co.uk

- **LRA:**

LRA runs training sessions on a wide range of employment topics. Many of these are specially designed for smaller businesses.

Tel: 028 9032 14 42

Website: www.lra.org.uk

- **Learndirect:**

Learndirect can offer you free advice on courses, careers, funding and childcare. Search through 936,468 courses throughout the UK.

Tel: 0800 100 900

Website: www.learndirect-advice.co.uk

- **Investors in people:**

The Investors in People Standard is a business improvement tool designed to advance an organisation's performance through its people. It is flexible enough to apply to any organisation and sets a standard for good practice in matching what people can do and are motivated to do, with what the organisation needs them to do.

Tel: 020 7467 1900

Website: www.iipuk.co.uk

Resources

Find out if you are eligible for any grants or support on our Grants and Support Directory website

Find a professional body or trade association using our contacts directory

Find a business support organisation using our contacts directory

Find a sector skills councils for your specific industry at the Skills for business website

Read the employer's guide to training providers on the DELNI website

Read guidance on 360-degree appraisals on the Chartered Institute of Management Institute Management website

Locate workplace training or seminars in your area on the LRA website

Read about mentoring on the Mentoring and Befriending Foundation website

Read about business courses on the Open University Business School website

Find details of regional and local organisations on the British Chambers of Commerce website

See which organisations participate in networking on the Higher Education and Research Opportunities website

Read about e-learning and search for e-learning providers on the e-learning centre website

Related guides on nibusinessinfo.co.uk

Skills and training for directors and owners

Fit the training to your needs

How to find a training provider / course

Prepare a business plan

Taking on staff - the options

Recruiting and interviewing

Control staff turnover

Implement staff incentive schemes

Create a written statement of employment

Check your legal responsibilities when taking on an employee

Meet the need for work-life balance

Benefits of flexible working