COMMUNITY DEVELOPMENT

By [Student name]

Course

Instructor

Institution

State

Date

Community Development

1a. How to encourage employees to participate in decision-making processes, assuming responsibility and exercising the appropriate initiatives

The above three principles are very vital and significant in any given business entity. They contribute greatly to the well-being of members of a common organization as well as the customers involved. Creating an environment where employees are involved in the making of the major decisions in any business set up enhances and effects the performance of that particular organization. The involved members exhibit attributes of ownership and accountability as far as the business at hand is concerned. This results in an improved productivity of this particular institution. The reassurance of no repercussions to all the members involved in whichever kind of decision made is of great of help. This encourages them further towards the making of the right decisions that will enhance the growth and development of the entire organization.

There are a number of significances specifically associated with the employees when they are highly and actively involved in decision making of whichever kind. A feeling of encouragement arises as a result of this as they are excited by the fact that their contributions are highly valued and appreciated. Their morale and fervency for work have also increased that results in the betterment of performance as far as their respective working stations are concerned. Their attitude towards their respective areas of specialty also improves a great deal for their very own well-being as well as that of their working institution. Above the line, the behavior is highly exhibited by these employees that revolve around accountability, responsibility, and ownership which culminates to an improved performance of the organization.

Assuming responsibility also contributes highly to the performance of the employees which in turn translates to the productivity of the organization at hand. This is done by allocating employees respective responsibilities that are in line with their areas of specialty. Clear expectations are also outlined so as the intended outcomes and results to be achieved. Upon the realization of the already allocated responsibilities efficiently and effectively, words of encouragement should then follow as an accompaniment for the good work. There is, however, the need to address the issue where some employees are afraid of assuming responsibility probably because of the fear of failure. The remedy can be presumably addressing the involved employees giving them the necessary assurance that they have whatever it takes in assuming responsibility perfectly.

Exercising initiative, on the other hand, revolves around the element of being prepared so as to make the right decisions without the issue of factoring in the bit of risk. This is made a reality with the support of the senior staff who should be out to encourage their subjects in the name of junior staff. There should be regular and frequent meetings whose purpose is tom encourage employees which further results in an improved and effective performance. This will further enhance positive contributions that will work towards making sure that the best ideas are well implemented and established.

A description of responsibility matrix.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Human resource manager** | **Sales and marketer** | **Procurement officer** |
| **Receiving guests** |  |  |  |
| **Replenishing supplies** |  |  |  |
| **Product promotion** |  |  |  |
| **Recruitment of workers** |  |  |  |
| * **Pricing** |  |  |  |

1b. Identification of three ways of communicating continuous improvement processes to stakeholders.

Continuous improvement processes are very significant in any business establishment. Well, elaborate ways are put into play that enhances the betterment of the entire organization in terms of the garnered revenue over a given period of time. Clear and well-stipulated guidelines are also brought to light for effective governance and performance of the business set up. This communication is done on various platforms depending on the choice and preference of the institution at hand. These points of communication must be well thought out and selected so as to ensure that the company’s at hand goals and objectives are clearly presented and well communicated. A brief highlight of the responsibilities and processes established should well outline so as to avoid conflicting of ideas and interests. This goes on to be an action or even a process of consistently reviewing what is being done making sure that it is rolled in the right way for an all rounded improvement of the institutions at hand all aspects.

There are a variety of communication systems to put into play depending on needs of the organization at hand as well as its financial capacity and capability. One such platform is forums and meetings. The efficiency and effectiveness of this are well achieved when the business at hand holds general meetings where every stakeholder is present. This will serve the purpose of making sure that the intended bits of communication meant for all stakeholders will be driven home effectively and efficiently. The other possible way of an elaborate communication to the governing body of any given business set up is through newsletters and reports. These publicized documents are also very effective as the intended recipients the stakeholders to be exact receive those letters directly without the involvement of any third parties. This further enhances the privacy and secrecy of some the information that at some points is mainly intended for only them. This now eventually prompts them towards taking the right and necessary action for their well-being and also for the betterment of the entire organization.

Clear outlined and stipulated procedures can also be used as platforms for communicating with these governing bodies in the name of stakeholders. These can be addressed directly to them for efficiency purposes or can be placed on the organization's notice boards. Either way results in the stake holders receiving the information that they work on effectively for an improved performance and productivity of the organization at hand. Other means involve the electronic and communication devices in line with the digital era. These means are also very effective in that they are very fast and efficient serving the purpose of making sure that every bit of information meant for the stakeholders arrives safely home. The only drawback with these electronic gadgets presumably could be lack of privacy especially when posted on public social media sites. This as a whole enhances the performance of the organization at hand.

b. Description of the four continuous improvement processes that may be addressed when communicating with stakeholders.

These continuous improvement processes are quite delicate and cumbersome when it comes to any business set up. They normally need thorough addressing for the improvement and success of whichever business organization. The first improvement process revolves around well-stipulated policies and procedures that basically work towards the improvement of the standard and quality of products as well as services. They must be well generated, clear and in line with the institution's goals and objectives. This serves the purpose of their being well understood and interpreted by the stakeholders for the betterment and improvement of the organization at hand.

The other continuous improvement process mainly deals with an effective seeking, receiving and considering the response or even feedback from the governing body in the name of the stakeholders. Effective communication is paramount to the success of any business set up. This thorough communication between the stakeholder and the top cream of the institution at hand in the name of executives is of great impact. It brings about elaborate conveying of plans and guidelines between the two bodies which in general enhances and improves the productivity and performance of the business entity.

Frequent audits and reviews of the work place in general revolving around things to do with the individual and team performances is another continuous process usually analyzed thoroughly in any organization. It brings to light where the business stands as far as the realm of finances is concerned. This effective scrutiny of the financial accounts of the organization at hand safes the business the trouble of losing funds that might arise from misappropriation of funds. Reviews, on the other hand, present an elaborate and effective overview of the teams and the individuals involved in the business set up. This brings up the element of accountability and responsibility from the involved parties that results in improved and effective performances of the organization at hand.

Evaluations of effectiveness is another process that needs efficient checks and continuous reviews and overviews. This evaluation is of the various elements that mainly any other business is established and founded upon. These main constituents of the organization at hand need to be closely monitored so as for their efficiency and effectiveness to be put in the spotlight. With the systems and even departments that are not performing as per the expectations of the administration of the company at hand, elaborate measures are put into play. Definite steps can be taken to necessitate and improve performance which is all for the good of the involved organization.

The last continuous process that needs well founded addressing mainly deals with modifications and improvements to the already established systems as well as the rendered services and the products on sale. When the already established systems are not responding positively as per the expectations of the management, changes in the name of modifications and improvements are inevitable. For instance, if the information system of a given company is not performing well presumably technicians will be hired in an attempt to sort out the situation. Another new system can be bought all the same so as to deal completely and comprehensively with the trying situation. The same trend is rolled into play with the case of services and products offered by the business set up. For instance, if a product is not penetrating the intended market as it ought to, then elaborate modifications and improvements can be introduced as a remedy to the situation. These continuous processes as a whole work for the good of the organization at hand in the name of improved growth and development.

1c.A description of eight illustrations of sustainability requirements which must be met upon the implementation of change and improvement processes.

This should be taken as a chance and an opportunity to enhance that the well elaborate changes and improvements of any given organization are in line with the necessary conditions and appropriate requirements of sustainability development. This is not only for the good of the institution at hand but also for the environment at large. As explained well in some of the elaborately outlined requirements, the highest percentage of them revolve around the taking care of the environment. One such requirement boils down to the need to put into place well elaborate measures for the sustainability of the environment when there is the implementation of any change. This serves the purpose of making sure that whatever endeavors that the organization is out to implement as well established policies and procedures should not in any way disrupt or negatively affect the environment. There has to now be effective considerations as far the environment is concerned so that the implementations presented work both for the good of the company as well as the environment at large.

The other requirement of sustainability as far as the environment is concerned revolves around the issue of addressing the environmental resources in the name of well-founded programs. One such program revolves around environmental management systems. These systems can either be within the involved business or out in the world but within its area of jurisdiction. Their sole purpose is enhanced and improved sustainability of both the organization at hand as well as the surrounding environment at large. Surveys are also viewed and termed as programs whose work is to present an overview of the elaborate measures to be put into place that enhance the sustainability of both the involved organization as well as the environment at large.

Waste management hierarchy in any given work place ought to be a requirement of sustainability upon the implementation of change and improvement processes. This need is very vital and significant as it not only improves the aesthetics of the involved institution but also that of the surrounding environment. All establishments in the name of business set ups, learning institutions or any other organization must be serious when it comes to waste management. This is because if there are no effective procedures and measures to be put into action, then both the staff and the world at large can suffer a great deal. This presumably can be as a result of the foul smell emanating from the decomposing waste that possibly has not been disposed of accordingly.

Determining the institutions most appropriate waste treatment falls also under the bracket of sustainability requirements. This is because whichever method or tact that the institution might care to employ can result in both positive and negative effects to it as well as the environment at large. This now calls for well and elaborate methods to be put in place when the implementation of change and improvement processes are concerned. There are a variety of ways or even avenues that an organization might care to use for an improved sustainability of the environment at large. For instance, the landfill can be a way out for some organizations who can afford it as this method is presumably quite expensive. It can also result in the extreme and expansive destruction of the environment if the exact right measures are not put into play. Waste water treatment can also be a strategy to be used in the case of addressing waste in any given entity. This really helps a great deal as some of the negativities usually associated with waste water are permanently put at bay once the water is effectively treated.

The implementation of the elaborate and well-put government initiatives rolls down to being a requirement of sustainability. Most of the states and their governments globally have well-founded establishments in the name of policies and initiatives that are all about an all rounded sustainability for the good of all organizations as well as the environment at large. This initiatives mainly lean more on the maintenance and safeguarding of the environment. The information that is normally found in these initiatives mostly revolves around an urge by the involved governments to all organizations towards implementation of change that will positively impact the environment.

Improved resources and energy efficiency are very crucial requirements for sustainable development. In any given effective implementation of change and processes improvement, the above-mentioned elements cannot ever be left out. Some of the resources usually in circulation globally have adverse and extreme effects on both the consumers as well as the environment at large. This now brings to light the need for their improvement that will result in positive effects generally on the environment in the name of their ease in the disposal. Energy efficiency is also paramount especially with the issue of the type of energy used. This contributes a great deal to the environment especially when it comes to the by-products in the name of emissions. In most cases, these emissions greatly affect the atmosphere whose eventuality is the trying issue of global warming. This now brings to light the urgency of well-improved resources as well as the efficient and effective use of energy for the good of the organization as well as the environment and the world at large.

Reducing the use of non-renewable resources is also a requirement of sustainability to be used as a guideline in the implementation of elaborate changes as well as improving appropriate processes. These resources affect greatly both the organization set up as well as the environment which now calls for efficient measures to be taken in the name of their being reduced and even abolished in the long run. This profound abolishment will result in a positive impact on all the involved in the name of the organizations as well as the environment at large.

The introduction of national and international reporting initiatives serves as a requirement of sustainability of the involved organization as well as the world at large. These reporting initiatives should be birthed in the arena of the implementation of change and improved processes. This is a very significant area that has to be put into elaborate consideration as it can result Such initiatives include the global reporting initiative that creates an awareness of the things to in reduced attempts and even activities that ought to safe and safeguard the environment. do and not does as far as global warming is concerned. Some elaborate way outs are brought to light in the attempt of curbing the tremendous issue of global warming. For instance, clear guidelines are presented mostly to the industries in the matter of doing away with the unhealthy use of energy that greatly affects the environment. Possibly other sources of energy are made known to the concerned entities that serve the purpose of reducing these unwanted emissions.

1d. Identification of 4 differences between work place mentors and coaches.

a. Mentoring and coaching are processes that in most cases a clear distinction between them proves difficult. Numerous people confuse the two as there is a likelihood of the roles and responsibilities normally associated with the both of them getting intertwined. There are however quite a number of similarities between these two processes that presumably explains the alleged confusion. They both provide professional assistance in diverse problems with the accompaniment of provision of feedback, support, and encouragement. On the other hand, there are numerous differences that bring to light clearly the distinction in between these two profound processes.

Coaching mainly deals with areas of specialty as far as respective tasks are concerned. A coach with the relevant and the right skills that revolves around the task at hand is the one who is normally requested to deal and handle it. For instance, in the case of information and technology, a specialist or rather an expert that is well experienced in that particular field should be better placed in dealing with all the issues that pertain to that field and its associations. Mentoring, on the other hand, involves a mentor who encompasses general abilities that are all about the general running of the affairs of the organization at hand. He or she is all rounded and can assist in whichever field with the elaborate provision of feedback, support, and encouragement.

Technicality is usually associated with coaching as numerous activities normally in play calls for technicians in the name of coaches for thorough addressing. For instance, in the marketing arena specialists endowed with the necessary skills presumably acquired through training or even experiences are better placed to handle the sales and marketers in training. Their dissemination of such skills is however short term and does not roll out for an extensive period of time. The mentors, on the other hand, have a good and general knowledge of the organization at hand. There is also an extensive bit of the knowhow of the roles and responsibilities of the individual being mentored. This general knowledge serves the purpose of the provision of guidelines to the trainee for an efficient and effective person.

Coaching is normally rendered to new members of any given organization in an attempt of enhancing their understanding and acquirement to new job roles. This is made possible by the coaches who have garnered a substantial amount of experience and expertise in their areas of specialty. The newer employees are taken through the main sections of their working stations for an improved performance and productivity. This is mainly done over a short period of time as it basically revolves around the orientation bit to the main roles and responsibilities associated with them. Mentorship, on the other hand, involves the induction of newer members into a given work place but this time round it employees the guidance and assistance of the mentors. This induction is done by exposing these young professionals to a broad range of matters and situations that generally revolve around the involved work place. This exposure results in a gradual experience and expertise of these employees for the betterment of the business at large.

Promotions of members within a given working station necessitate or bring about the need for coaching. The newer member in this strange setting requires being taken through the main bits of their areas of specialty. This is done effectively and efficiently by a coach possessing the right attributes and skills as pertains to the intended area. Further instructions on the new job proceed which results in a better performance. Mentorship on the hand provides a conducive ground where support and guidance are willingly put on the table by the involved individuals in the name of mentors. As opposed to the specific and elaborate instructions rendered by the coaches, general counseling to the newest members in a working station prevails under the bracket of mentorship. The involved parties avail general knowledge of the common principles and procedures that usually are associated with any business set up.

b. A description of four elaborate aspects of great importance in relation to the effectiveness of coaching and mentoring relationships.

These are common outlines of the key elements in play as far as coaching and mentoring processes are concerned. They cut across the two independent areas of training and somehow help in bringing these two teaching methodologies together. They act as guidelines or even as points of references in numerous working stations as far as mentorship and coaching are concerned.

One such aspect deals with the creation of a conducive environment that enhances the comfortability of the individual being mentored or coached. This goes onto making the person open up about sharing ideas and other underlying thoughts that are significantly involved in the issue at hand. This eases tension in the entire processes in the names of mentorship and coaching which works for the good of all the involved parties. The coach, as well as the mentor together with the individuals placed under their care, can communicate effectively that eventually culminates into an effective and efficient orientation that results further to improved performance and productivity.

The other aspect revolves around the trustworthiness of both the mentor and the coach as far as their delivery of services is concerned. They must exhibit the highest level of trust for their roles and responsibilities to be executed in the appropriate way. This goes on to create an environment that the persons placed under their care can open up and bring forth elaborate ideas and even fears that can be utilized and addressed for the betterment of the organization at hand. Tremendous progress in terms of growth and development are inevitable where trust is the underlying factor. This is usually a two-way traffic and that explains the significance of the teachers in the name of coaches and mentors exhibiting this attribute first. This is eventually followed up by the new employees returning the favor of their bringing to light trust for every one good as well as the overall betterment of the entire organization.

The facilitators of this relationship should be able to understand and be familiar with the adult learning principles for an effective and efficient performance. This will go on to bring to light the available best ways of establishing and managing the relationship. It rolls into play a great deal in the cases where the coach or mentor is slightly younger than the new employee. Virtues and other positive attributes should be put into play so as to enhance efficiency and effectiveness of the execution of these two processes. Similarly as was with the previous aspect, the attributes exhibition goes both ways. These well-stipulated adult principles meant to be rolled out by the coaches ought to run co-currently with the positive virtues exhibited by the elderly new employees presumably being taken through orientation.

The last aspect of coaching and mentorship relationships mainly deals with the dedication of ample time to enhance efficiency and effectiveness. This has to do with the element of the creation of quality time so as for the extensive bits of orientation and any other bit of training is carried out comprehensively. For instance, with the coaching bit skills have to be imparted in the right way and this might consume some bit of time and this might require a huge period of time. With the mentorship processes especially in the area of counseling to the new employees, this might need quality time which now explains the need for a huge allowance of time.

1e. Give 8 examples of knowledge management systems to be used for the capturing and access of business insights and activities

These knowledge management systems are quite significant in the analysis of the success of numerous business activities. This involves the incorporation of a variety of expansive knowledge management systems for an effective analysis and monitoring of any business activity.

One such knowledge management system mainly deals with best practice transfer. This has to do with the borrowing of the best practices presumably from other organizations that might result in improved performances. The other system revolves around communities of practice that involve the sharing of ideas between workers within a common institution so as to come up with the best way outs to be used in enhancing and improving performances. Cross-project learning is at greater extents similar to the community practice as it also entails the sharing of ideas of ideas between members for an improved productivity. Expert directories refer to the sharing of information by experienced experts within a common organization. This results in a common agreement that enhances the betterment of the institution at hand. Knowledge brokers accompanied with knowledge mapping are other systems of knowledge. They revolve around resource persons that have numerous information with regard to various business activities. This information can result in diverse enlightenment that can enhance the performance of any given business entity. Mentoring sharing involves unveiling of information by the experienced members of a given organization that results to the overall betterment of the institution at hand. Post project review is also a knowledge management system that mainly revolves around reviewing information that can be of great help to the organization.

2a. Identification of 5 strategies to be employed in ensuring that systems and processes are used in the monitoring of operational progress.

One strategy is through the clarification of roles and responsibilities within a given organization. This clear and elaborate scrutiny of what needs to be done will bring to light the areas that are doing well and the ones that need to improve for a good performance. Use of communication devices and processes such as the internet is the other way of evaluating the input and the laid down decisions of an organization as an oversight in checking out whether there is any operational progress. Performance plans can also be used to determine the operational progress of an entity. If these plans are effectively used resulting in progressive steps then this can be used a measure of progress. Reward and recognition is the other avenue of monitoring progress where the high performers are given tokens of appreciation.

Operational progress can be assessed in a number of ways. Customer service indicator is one such way where the operations that pertain to the delivery of services are closely assessed. Productivity gains are the other way where the revenue garnered from the sales of the products is put under close scrutiny. Lastly, success in meeting agreed goals is another platform to be employed in the assessment of operational progress which basically deals with a close evaluation of the excellence of the realization of the set aspirations.

2b. Identify 5 methods of communicating strategies to stakeholders

One such way is through the establishment of regular meetings with them so as to inform them of the set plans to execute in the achievement of the goals and the objectives of their organizations. The other way is through organizational blogs where you post the updates of the well-outlined strategies to be put into play by the organization for its betterment. Emails can also be used to reach them and elaborating effectively the information revolving around the business. Face to face meetings is the other method to be used in the delivery of the strategies of the organization to the governing body.

3a. Identify 5 ways of communicating the outcomes of continuous improvement efforts

These continuous improvement efforts have outcomes that usually need thorough addressing. Some of these outcomes revolve around the achievements of the organization at hand. Other areas need elaborate efforts towards improvement for the betterment of the institution at hand. These continuous improvement efforts also encompass the esteemed efforts of the best performing members of the business entity. Their good work is usually recognized with elaborate rewards as a way of encouraging them. The outcomes go on to get measured against the performance indicators so as to check and confirm whether the set targets have been achieved comprehensively.

This communication takes places in various platforms. One such medium of communication revolves around local organizational blogs. This is where the outcomes at hand with regard to improved efforts are posted resulting to the enlightenment of the members of that particular organization. Social media is the other platform that communication can take place. For instance. If there is a group of members within a particular organization, then whichever outcome of any forthcoming improvement can be posted there. Organizational forums, on the other hand, are also mediums of communication. Such forums presumably could be business oriented within members of a common organization where any outcome is conveyed effectively.

3b. An outline of the various ways in which work team performance maybe recorded.

Work team performance of any given organization needs an elaborate way of analyzing and recording. This makes it possible for the evaluation of the overall performance of the business set up. This is effected by elaborate systems of recording that are normally linked to the implementation of the continuous improvement programs (Arensberg, 2017). It goes on to measure and monitor employees work against the set goals and objectives of the company at hand. This also serves the purpose of identifying the underlying problems within the business set up which results in developments being put in place so as to curb the problem. Some of the various ways include. Elaborate performance plans that involve a clear outline of what has already been done checking whether the objectives have already been realized. Quantitative data is also another way to record a performance. For instance, production figures can be used in the analysis and recording of the expected outcome of a given institution. Records and reports are other avenues used in the analysis of a team performance. What has already been put down in the records and reports can be measured against the current performance so as to check whether the objectives of the given organization have been achieved.

The significances of consulting employees regarding areas of improvement are quite numerous in any given organization. This serves the purpose of identifying the underlying problems presumably within the organization as presented by the employees. There ensues a discussion which later culminates in a combined effort with the goal of finding elaborate solutions to the problem. This consultation goes to instill motivation in the employees as their being directly involved creates a sense of belonging to them that further enhances the performance and productivity of the organization in general. Their involvement in such consultations further improves leadership skills that can be of great help for the organization in the near future.

4. How the knowledge management systems can support continuous improvement.

These knowledge management systems if effectively rolled into play can bring about progressive improvement in any given organization. For instance, with the element of brainstorming and the sharing of ideas tremendous improvement is inevitable. The amassed ideas and excellent thoughts can be used as agents of enhancing and improving the status of the organization at hand. The input of the most experienced members in the set up can bring about elaborate changes necessary for growth and development. This interaction can also result in the junior employees assuming leadership skills that can be of great use to the organization at hand in the near future. Post project reviews are also significant in the well-being of an organization in terms of effective improvement. These drawbacks for instance of previous projects can be used as learning points to prevent a repeat of history for the betterment of the organization.

Significant opportunities can be derived for discussions with employees about continuous improvement (Green, and Haines, 2015). For instance when the business is experiencing a financial breakdown then there ought to be the need of well-elaborated discussions in attempting to sorting out the financial problem. General meetings within an organization can serve the purpose of having such discussions. This presents an opportunity of coming up with elaborate strategies so as to enhance the continuous improvement of the involved organizations.

The performance management measures to be put into play so as to enhance and increase employee commitment are quite diverse. One such way is recognition of the best performing workers and publicly acclaiming them towards boosting up their zeal and fervency. Rewarding them bountifully in line with their achievements can also serve the purpose of raising their commitment to the betterment of the organization at hand.

Bibliography

Green, G. P., and Haines, A. 2015. *Asset building & community development*. Sage publications.

Arensberg, C. M. 2017. *Introducing social change: A manual for community development*. Routledge.