

Diploma level qualification essay sample

[Business](#), [Employment](#)



1. What things need to be taken into consideration when allocating work and drawing up work plans?

Consider:

- goals and objectives
- competence
- operational need
- cost effectiveness
- consultation

When allocating work, we need to ensure that it is goal and objectives orientated. The manager and employee need to set realistic goals that are achievable and also have time frames attached. It is imperative to ensure that your staff members possess the necessary skills and have undertaken suitable developmental activities to complete the work given. On occasion, the lack of such skills can lead to perceived unfairness. A team member might, for example, feel upset that he or she is not being allocated particular tasks which they feel they can accomplish.

However, as a manager, if you feel that the team member lacks the skill needed for such a task, your role is to discuss the situation with the staff member to help him or her improve and gain the necessary skills. It is imperative to set goals when allocating tasks to ensure the staff member has something to work towards, and you also need to ensure the staff member has the necessary tools readily available to achieve these goals. The manager also needs to provide prompt and constructive feedback.

2. Explain why it is necessary to:

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- develop KRAs and KPIs that meet the organisation's needs

Measurements relate directly to performance standards. Performance standards might take the form of identified and agreed Key Results Areas (KRAs) and KPIs. For performance standards and measures to be effective there should be consultation and agreement between management and the people in the organization who are expected to achieve the standards. The likelihood of standards being reached and even exceeded is much higher when there is consultation and agreement with relevant personnel than if the standards are simply imposed upon them.

- develop and implement effective performance management systems

Organization's Benefits

Improved organizational performance, employee retention and loyalty, improved productivity, overcoming the barriers to communication, clear accountabilities, and cost advantages. Manager's Benefits

Saves time and reduces conflicts, ensures efficiency and consistency in performance. Employee's Benefits

Clarifies expectations of the employees, self assessment opportunities clarifies the job accountabilities and contributes to improved performance, clearly defines career paths and promotes job satisfaction.

- have a code of conduct (or a code of ethics or behavior) for the organization Code of conduct

A code of conduct is a set of rules outlining the responsibilities of or proper practices for an individual or an organization. It contains description of the

principles, values, standards, or rules of behavior that guide the decisions, procedures and systems of an organization in a way that (a) contributes to the welfare of its key stakeholders, and (b) respects the rights of all constituents affected by its operations. A code of conduct provides a guide to staff, for appropriate behavior. It will not cover all issues that arise, but will provide a framework within which staff can address behavioral and ethical issues, which might relate to business transactions, interactions with external stakeholders and to interactions within the organization. – regularly monitor and evaluate the work of employees

Monitoring is the periodic oversight in the implementation of an activity, intervention, project or programme. It seeks to establish if inputs (resources invested), processes (activities undertaken and their quality) and outputs (direct deliverables) are proceeding according to plan. It includes the regular collection and analysis of data to assist timely decision-making, ensure accountability and provide the basis for evaluations and learning. Evaluation is a process that aims to determine as systematically and objectively as possible, the relevance, effectiveness, efficiency, merits (value-added), sustainability and/or impact of an intervention, project or programme. It aims to provide valuable management information, judge the value and merits of an intervention, and draw lessons for future actions and decision making.

– give effective feedback and reinforcement to employee and acknowledge good work It is necessary for managers and supervisors to provide regular informal feedback to employees. On an individual level, we all like to know how well we are performing-whether we are meeting or exceeding the

standards. We also need to know that our efforts have at least been noticed. Feedback from frontline and other managers is an important motivator. Positive feedback reinforces good work practice/behavior and encourages us to continuing improvement. It acts as a source of recognition for the contribution made by employees and should, therefore be specific and process oriented. - have system in place to manage poor performance.