

Training programmes at tesco



**ASSIGN
BUSTER**

The training refers to the process of learning, acquisition of knowledge and skills in order for a person to perform a specific task or job according to the requirements.

Development extends the capabilities of a person to improve the job performance and is about helping a person to grow as well through gradual process.

Difference between training and development

Training and development are two different processes but inter-linked with each other. Training is a short term process consisting of an event but development indicates the gradual and long term process relevant to the growth of personality and maturity regarding their potential capabilities. The scope of training is limited to specific job, development serves the purpose of general knowledge and covers large area. Generally, the characteristics such as to improve the productivity, quality of service, organizational climate, health and safety are included in training purposes. The extension in capabilities, job performance and personal growth with the passage of time are the main objectives of development.

1. 1 Customer expectation effect Tesco and its training needs

The training and development program is based on the idea to provide excellent services to the customers and perform all the relevant tasks inside or outside the store in a professional manner. Another orientation of this program leads to the growth of business because professional activities and proper customer care are the key factors to attract the customers.

Customers are the most important entity in business premises that's why

customer expectations have the ability to change the business strategy of organization. The customer's expectations such as like and dislike, different demands, secure and healthy atmosphere and good services give confidence to the customers and make them happy. To fulfill the above customer's expectations, there is a definite need to train the staff and to achieve the business target as well. The main purpose of training and development program is not only to satisfy the customers but to support business growth as well.

2. List the methods of training carried out by Tesco. Describe how training needs are identified?

2. Training Methods

Basically, Tesco offers two types of training to the employees to improve the performance and business growth.

On-the-job training

Off-the-job training

On-the-job training includes the following methods

Shadowing

The employee is guided by the person already in job.

Coaching

Any appointed staff member or manager will help trainees work and inspire them to find solution.

Mentoring

An experienced member of staff plays the role of an adviser.

Job rotation

By taking full responsibility on temporary or limited basis, the trainee has the chance to cover the target role.

2. 1 Identifying Training Needs

In general, training needs are identified after setting the targets in business to achieve. To expand and diversify the business are the two main objectives behind Tesco's training program. The right person, in the right place, at right time is required to achieve the objectives.

Based on the business targets to achieve, there is a definite need to identify the critical activities and to perform well in such activities in-store and non-store employees require different skills competencies. The employees with wide range of skills are more flexible and too much productive for business growth. To fulfill the demands of different customers in a newly opened store at new location requires clear understanding of the customer profile in that area to select the stock. The training process helps employees to carry out their jobs effectively based on correct knowledge, skills, understanding and resources. Employees identify gaps between their knowledge and skills before starting training and development process.

3. Analyse Tesco's method of developing its employees. Consider the strengths and weaknesses of such a programme

3. 1 Analysis of Development Method

Tesco's development program for employees based on shared responsibility in which each trainee is responsible for his/her development. The line manger provides any possible help according to the development needs

identified by trainee. Workshops are arranged for the coaching and guidance of trainee. In order to ensure that trainee is getting best, performance is reviewed regularly based on the achievement evidences provided by trainee. The line manager gives the feedback to improve the performance and employee review his development plan based on feedback results. For the assessment of skills and abilities Tesco encourages employees to ask different relevant questions. For example, how can I achieve higher position?

3. 2 Strengths and Weaknesses

Strengths

The personal development program provided by Tesco helps to improve the skills and capabilities of employees. On the basis of development program, the organization produces employees who are productive, valuable and more positive for business enhancement. To increase the motivation of employees, the development program plays a very important role. Employees prove more efficient to perform their duties after having gone through the development procedure with lot of skills and greater responsibility.

Weaknesses

The Tesco's program to train the employees is quite effective and producing good results but still there are some drawbacks which really need to be considered. Huge amount of money is being spent to train the staff to perform well for business growth. To focus on specific market has become difficult due to continuous increase in geographical spread. In some markets Tesco has exposed to macroeconomic difficulties. The expansion of this program on international level requires substantial investment and is very difficult to manage as well. There is some limit on growth in Tesco

supermarkets due to government legislation in order to avoid high market share.

4. Evaluate the benefits for Tesco in providing a structured training programme. To what extent do you think the training has achieved a Return on Investment?

4.1 Tesco's Structured Training Program

Structured training refers to techniques and methodologies which have been employed successfully to develop professional skills and enhance the proficiency of employees to do the better job. The main focus of structured training is to achieve the business objectives in terms of business growth and profit. The frequent performance feedback is employed to maintain this explicit task focus. To achieve the benefits of structured training, the employees must put into realistic scenario with necessary conditions set up to support a planned sequence of task performance.

Benefits

The structured training is an effective method to increase the business by providing quality services to the customers and to train the staff to perform all business relevant activities in a professional manner. The efficiency of employees has increased to a great extent due to training program. They are in the position to deal any situation by utilizing skills and abilities acquired by training. The trained employees are the asset of organization and their capabilities are increasing with the passage of time.

4. 2 Training achievement on Investment Return

The structured training program is very beneficial for business growth by providing good customer services and other in-store and non-store business activities in a professional manner. The net profit (without tax) is approximately 3 billion pounds, which is quite reasonable amount. The total number of Tesco stores in UK is over 2, 200 ranging from large Extra hypermarket style to small Tesco Express. On the basis of such development and advancements, structured program has achieved a Return on Investment to a great extent. The sales volume is increasing day-by-day due to training infrastructure available in Tesco.