

The difference between training and development



According to the text, it can be seen the distinction among training and development, such as description base on the case make us enable to acquire a better perspective about the meaning of the terms.

Training refers to the imparting specific skill with the acquisition of knowledge in order for a person to carry out in a specific task or job. Also with the training process there are some advantages that bring on into a company such as:

Improving class and amount of employees in their output

Increase the ownership in the businesses, creating on them a stronger link with the company (Tesco)

Becoming more organized, productive and flexible and more able to face new needs in internal and external situations

Makes feel the employee more loyal, committed to the organization by educating him about by culture, philosophy and policies from the organization.

Coming out with new abilities and skills in all employees such as empower staff, better standards.

Development it is more about helping the person grow and extend their abilities; “ refers to the learning opportunities designed to help employees to grow” (K. Aswathappa 194p)

It can be seen that in tesco as an example they share responsibilities among training and development, because each trainee is responsible for his or her own development, causative to their personal development.

Also the development it's a process that work out together between employee and managers, creating an interaction where the manager it's the one that will help the employee to achieve certain goals, but also more responsibilities on the trainee.

In the development process are more focus in the personality of and individual, where it's continuous, generating an internal motivation where the people will be ready to meet his future needs.

It is very important to analyze that tesco adopts the needs of the customers, reading then in the way that they could satisfy them, giving them what they want.

In this way its important to see, how tesco is expanding and having more diversity in their merchandise trying to provide to the customers in all the ways, such as airlines, banking, electrical goods, insurance, and so on.

Also they are creating the possibility t give them the possibility of " one stop shopping, get whatever they want" (the times100, 1 case study)

So because of the widening markets that they have, its very important that they need to have a well trainee staff that can recognize the needs of their customer.

Also with the training, they improve the knowledge and their skills for the job making for them a much more qualified worker than can be able to provide the best service.

As every body now tesco is a very large company, that is making a lot of openings every day, and where all their store are not located in the same areas, and does not have the same customers, for this reason they use the market segmentation to identify, analyze the market, therefore they can realize what is the demand and the goods that the customer want getting this from the customer profile, with this they can be ahead to see what they would need and what kind of employees will fit more or even what training they will need to provide to be more productive in the businesses and give the best service.

3.0 METHOD

LIST THE METHODS OF TRAINING CARRIED OUT BY TESCO. DESCRIBE HOW TRAINING NEEDS ARE IDENTIFY

Tesco offers two different training methods, which give the possibility to then employee to explore their abilities and take the best for it.

On the job training: ' this is by the far the most important training method, under this method training takes place in the normal work location, the new employee is allocated to a specific job, he or she is instructed by an experienced worker or by a special supervisor who explain him how the things work, with this method the employees does not only learn how to work under

guidance also produce goods, its inexpensive, also relate the employee with the environment in the workplace” (P C Reddy, P C Tripathi 196p)

In tesco there are some steps that it will be describe:

Shadowing: working together with the managers, learning how to do the things

Coaching: trying to help the people out into situation of any kind to work thought to get some solutions.

Mentoring: guide and advise new employees

Job rotation: basically is when the employee has the opportunity to move around into the different branches to get new skills and get more experience.

Also this method give some advantages to the company like: cheaper than others method to the company.

Manager can observe the improve of the employees and also can solve issues

The employee during the training period is producing goods or working, so its productive for the company.

The employee can show what she or he learns and put that in practice.

Off the job training: its more focus in training in specific skills or for the individual development in certain areas such as, team building, communication and so.

Also it is provide with some external courses that brings the opportunities to tesco's staff the possibility to learn and gain more knowledge from expert and professional people.

This method is compose by an: induction start from day one, and its when the managers introduce them to business showing them how its compose, targets etc, giving them the opportunity to learn quickly about the company.

According to tesco needs, is a company that is expanding their businesses all around the country and also around the world and analyzing and reading the profile of their customer give them the chance to be ahead while process of marketing, In the other hand the company looks for people with different skills and abilities to be more competitive and deliver a better performance with innovation and new products.

With the idea of hire people of different backgrounds, show to the people that tesco is a place where everybody can fit and also expose to the people that is a place where they can fin people from everywhere that can bring some ideas, get closer to the people giving them a nice service make them happy to have them back.

4. 0 COMPARISON

ANALYSE TESCOS METHOD OF DEVELOPING ITS EMPLOYEES. CONSIDER THE STRENGTHS AND WEAKNESSES OF SUCH A PROGAMME.

As is well know tesco has development programs that help people out to get involve in the company and is base of this points:

-According to the strategy of the company and what they needs are, they concur to create ways to achieve those aims.

-Also another important point is the attendance at those courses that the employee is in, it is very important being that because is easy to get in use to with the work environment.

-Recording the performance of the employee makes much more easier to see their improve in the process, giving to the manager or guide

-With the advises of what they have done, its helpful in the way that it can be uses as a re feeding for the employee to realize how are they doing right or wrong.

So with this method the company provide full support to all the employees, in all the topics and areas, because as they said " Recruiting new staff its more expensive than retaining new staff" (the times100, 2009, Tesco case study)

It can be said, " development programmers also usually includes elements of planned study and experience, and frequently supported by a coaching or counseling facility" (D, Nickson, 154p).

Following this it can be seen that this method has some strengths and weaknesses that help in the process of the employee to success or to fail, whether the companies can provide the all program but also depends on the employee, according to this it will be show the characteristics:

Gives the opportunity to the employee to get growth in abilities of leading, managing, and working in the shop with the advantage to get operation skills.

Offer to people apprenticeship or encouraging the studying or planning for a qualification whilst at work (Tesco)

With this program their employees could be more productive and valuable to the company in long term, with this actions, they can give secure and confident to their employee, showing them that they are important for the company and motivating them, so they will understand how useful they are for the company.

Helping the people to learn much more quickly how to do the jobs guiding them.

Improve the performance of the employee at work keeping them update with all the new staff.

Also this can be a good way to attract good workers, that ones nice and good work expectations

But in other hand this program has some disadvantages that can be attach to this plan such as the budget that they have to spent, because those programmers could be out of their, or in the other they might have the problem that people would not sing in the courses making the company just waste the money.

Mix of knowledge, as all now development is the process to help people to grow and extend their abilities, but people can bring their old ' baggage" so that could create misunderstandings with the others, implementing their old or previous knowledge that might fit or not in the new place.

Time, it is a factor that is important to remark, being an essential part of any process , because some companies are not able to wait until the employees learn, understand and get ready, so it will become a fight against time, so does it play a significant role.

5. 0 BENEFITS

EVALUATE THE BENEFITS FOR TESCO IN PROVIDING A STRUCTURED TRAINING PROGRAMME. TO WHAT EXTEN DO YOU THINK THE TRAINING HAS ACHIEVED A RETURN ON INVESMESNT.

Tesco's programs have been created with the aim of train and develop their staff, and with it, gives the chance to monitoring and evaluated their process according to their performance. As it can be seen this method bring the opportunity to see how the performance of the employee is, giving to them a better and solid feedback providing more order a better focus aim and also construct a better confident in the employee making them aware of their performance.

Also in the way that with this process they can measure and analyze better what they have done in al their activities such as activities plans, personal development plans, and so.

More over about this gives the chance to expand their view and have a wide vision in the way that other department can give a feedback, so they can improve and do better performance in the case that they might need.

Has interaction between management and employee during their training giving them the possibility to express themselves.

“ The aim of training its t improve knowledge and skills in an individuals changing their attitudes, it is one of the most important potential motivators, with it can lead to so many benefits in training”(J. Mullins 489P) such as:

Motivate the staff, raising their confident and commitment the more to the company, obtaining from them a better performance.

Give them the chance to have a career progression also with the felling of personal achievement, so the training will provide them with the chance to get recognition and also progress and see what they have done.

Helping them out also to progress and develop their abilities, skills and knowledge by giving them the right tools.

“ Its morally wrong to give a leadership role without some of training wring from them and those who work with them” J. Adair. The path to leadership

I do think that all companies do the training with the aim invest in themselves and also in people, as it can be seen that now everything and markets are more competitive they need to make the difference, and how this can be possible? By giving them the opportunities to improve, be better,

teach them, and after all evaluate them and use what they have learned, making all the process go through.

So I do think that afterwards the training process is when the company will see the results for all what they have done for their staff that later on will give back with their job and productivity.

6.0 CONCLUSION

to summarize this report it can be seen that tesco and any other company needs to have the right training being that is an important lever to bring improvement, changes to the company and staff.

Also it can be seen how tesco focus in their staff trying to provide to them the best and the most quality training with the aim of expand their business but also with the concern that first need to have the right people, to the right job at in the right moment, and how this can be possible, with the right an adequate training and development program.

7.0 REFERENCES

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