

Task 2

Commented [BP1]: Q No 6 has not been addressed. Please, deliver a 15–20-minute training session. Lead others by gaining support for your amended system: explain and argue for the benefits of your amendments.

Note: For example, you could demonstrate amendments to the existing performance management system by amending existing processes in response to the scenario and then using these amendments in a training presentation. You could present these amendments on PowerPoint slides or create a revised performance management flow chart to present to managers.

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1. Arrange with your assessor:

A. A time and place to role-play the training

As seen in the scenario, the employees of the *Australian Hardware Wollongong store* are not satisfied with the Human Resource department of the company. According to them, they are deprived of training and guidance. For the said reason, the role-play shall be conducted. It shall be done at the office premises itself, at around 10 Am to 1 Pm.

Commented [BP2]: Okay.

B. A timeframe and format requirements for submitting supporting documentation, as set out in the specifications below.

- The procedures of tests are not required to be altered
- The role-plays might be submitted using electronic means
- The procedures can be implemented with the aid of videos and virtual conferencing
- Scope of follow-up interview is required

Commented [BP3]: Okay.

2. Make appropriate amendments to the performance management system to address the identified deficiencies.

In order to eradicate and come up with ways to satisfy the consumers, the performance management system of the company must incorporate the following components:

- Implementation of an employee recognition and reward system
- Provision of trainings and motivational sessions to the employees of the firm
- Provision of evaluation and feedbacks to employee performances
- Provision of strategies that shall help the employees to set their aims and objectives

Commented [BP4]: Amendment is performed.

3. Plan a short training session to convey the important features of the current performance management system and your amendments. Assume that your amendments have been approved and are supported by senior management for piloting at the Wollongong store.

Performance Management Systems are implemented by an organization like *Australian Hardware Wollongong store* in order to meet up the consumer demands and satisfy them in an optimum manner. Due to the shortcomings of the previous performance management system

Commented [BP5]: Okay, training plan does have components to be covered.

used in the company, the amendments have been made. The amendments being implemented shall help the employees to establish both, their short term as well as long term goals. By doing so, it shall become possible for them to work in the most efficient manner. In addition, with the scope of feedbacks and evaluation methods, the employees can be brought to a track and guided efficiently. With the aid of proper training, it shall become possible for the company to serve the consumers in a better way possible. Lastly, with the implementation of employee recognition and rewarding system, the scope of employee engagement can be enhanced.

As seen in the case scenario, the employees of the hardware based company have become highly de motivated to work for the organization. This stands a proof that there have been major flaws in the performance management system and its implementation. However, with the implementation of the amendments and changes, it shall become possible for the Australian Hardware Wollongong store to not only keep its employees motivated, but shall also help the company to efficiently manage its consumers. For any firm, the employees are one of the key resources it comprises of. By polishing and developing the employees, the company is bound to prosper and bring in significant revenues.

Q 6. Please deliver 15-20 Mins training session role play.

Commented [BP6]: 1. Deliver a 15–20-minute training session. Lead others by gaining support for your amended system: explain and argue for the benefits of your amendments.
Note: For example, you could demonstrate amendments to the existing performance management system by amending existing processes in response to the scenario and then using these amendments in a training presentation. You could present these amendments on PowerPoint slides or create a revised performance management flow chart to present to managers.