**Task 2**

**CPD Portfolio**

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# Activity 1 – The Context of Professional Development (Assessment Criteria 3.1)

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| How the role of a people professional is changing |
| Previously, HR managers were only responsible for making decisions regarding employee needs and making sure every concern and area relating to employees is under their consideration (Blau et al., 2016). An old HR manager was responsible for hiring the right fit, making sure he is of the right skills and expertise, training him according to the requirements of the job, maintaining relationships of the firm internally and externally, and firing misfits (Armstrong, 2020). Today’s HR manager is considered as a marketer, supply and demand expert, and a designer who knows when and where what decision needs to be taken (Blau et al., 2016).  The human resource managers are expected to adopt strategic thinking and align with the objectives of the business. The new goal of human resource managers is to adopt strategies beneficial for the business in the short and long run and support the results of the business. If the results are not in the favour of the firm, they should be able to adopt relevant correction strategies (Armstrong, 2020). |
| What impact are these changes having on our CPD |
| These changes will impact our CPD in many different areas. Five key trends have been identified that will be influential for the future workplace, which will need further training and development by many professionals (CIPD, 2020):  Internal Change  Technological and digital transformation  Changing demographics and D&I Strategies  Diversity of employment relationships  Sustainability, purpose and responsible business |
| What are the key characteristics of a good practice CPD |
| The key characteristics of a good practice CPD (CIPD)   * **Identify:** Understand where you've come from, where you are and where you want to be. * **Plan:** Plan how you can get to where you want to be, with clear outcomes and milestone to track progress. * **Act:** Act upon your plan, and be open to learning experiences. * **Reflect:** Make the most of your day-to-day learning by routinely reflecting upon experience. * **Apply:** Create opportunities where you can translate theory into practice and put your learning to work. * **Share:** Share your learning in communities of practice to generate greater insight and benefit from the support of your community. * **Impact:** Measure the overall impact your learning has had on the work you do. |

# Activity 2 – Self Assessment (Assessment Criteria 3.2 and 3.3)

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| Self-assessment and Setting Personal Objectives |
| Based on self-assessment, the following are my strengths:   * I can work under pressure, * I can manage at least 4 lengthy tasks a day, * I’m very punctual, * I’m always on time, * I give a deep thought to something before I get into it, * I can work well with teams, * I am good at making strategic decisions of management level, * I am good at maintaining professional relations with co-workers and teams, * I can manage my work under strict conditions (Blau et al., 2016).   Based on self-assessment, the following are my weaknesses   * I am not much adaptive towards change, * I cannot work with someone who has a rude personality, * Sometimes, deep thinking turns into over-thinking and can ruin things for me, * I cannot work with different managers at a time, * I may not be that good at working alone as I’m with while working in teams, * I can get very emotional and impulsive at times.   My development areas are; I need to work on my critical thinking and viewing a situation from different perspectives. I need to work further on my strategic thinking (Armstrong, 2020).  *To do this you should:*   1. *Carry out a self-assessment of your competency using the Appendix 1 document* 2. *From this Self-assessment, plus other forms of feedback, identify your strengths and weaknesses using the document in Appendix 2.* 3. *You should then set objectives to be included within a Professional Development Plan found in Appendix 3*   *Briefly describe / discuss how you carried out your self-assessment, sought developmental feedback from other sources, and developed a plan to address your developmental needs.*  *Finally, you should write about how you can meet these development objectives, to complete your PDP. Consider the range of learning opportunities available to you and for each development objectives decide on the most appropriate initiative to support your learning and include in your PDP.* |

# Activity 3 – Reflective Practice (Assessment Criteria 1.4 and 2.4)

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| Taking Responsibility |
| *Identify at least two examples of times where you have* ***taken responsibility*** *for your work/actions, paying particular attention to recognising any mistakes you might have made, how you rectified these mistakes and what you believe you learnt from these experiences.*  *Approximately 150 – 175 words per cell.*  Like every employee commits a mistake, I sometimes committed mistakes while carrying out my job. After getting done with my first task, I was assigned another one by my supervisor and I couldn’t check my email because I thought I was done for the day. Usually, we were given a single task every day but my supervisor decided to assign another one and I was not communicated about it (Armstrong, 2020). However, it was considered a mistake from my side and I took responsibility for it. Since the task needed to be done on that particular day as it had a deadline (Blau et al., 2016). I had to sit an extra 1.5 hours to get it done so that it can be sent on a particular date. This is how I accepted my mistake at work and rectified it by working overtime. For the next time, I was prescribed to check my notifications before leaving. My supervisor also took the responsibility for the act and she agreed to remind me when a new email was sent (Blau et al., 2016). |
| Working Inclusively |
| *Identify at least two examples that highlight your approach to* ***working inclusively****, plus how you have built positive working relationships with others. Your reflections need to focus on what you did, and the skills and behaviours demonstrated.*  As I have mentioned my strengths and weaknesses above, I’m more than willing to work in an inclusive and positive environment where employees are considered as humans and they’re not disrespected by the seniors (Blau et al., 2016). In my last organisation, my senior manager prescribed me to have an autocratic approach towards the team members and employees (Blau et al., 2016). As a result, I experienced employees deviating and avoiding me when I used to behave harshly. There were communication gaps and employees were getting frustrated and avoiding filing their concerns and complaints (Blau et al., 2016). Therefore, having a positive working relationship with employees and building an inclusive culture motivates and brings about the best in employees. It’s very helpful to increase an employee’s potential especially when a manager knows the work burden or responsibility is going to increase. Having a healthy and inclusive work culture helps the firm predicts employed turnover rate, and employees increase their loyalty and engagement towards their jobs. |

# Activity 4 – Assessing the Impact of your Learning and CPD (Assessment Criteria 3.4)

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| Reflective Account of the Impact of your CPD |
| *Reflection 1*  *Discuss the impact on 4 chosen groups mentioned in your CPD Reflection Record (Appendix 4). You need to think about and capture the impacts, covering positive as well as negative. What was the impact on you, your team, your colleagues, your customers, your stakeholders, the organisation, or your department?*  *Approximately 40 - 50 words per cell.*  Due to my continuous professional development activities, I’m able to see many positive changes in my behaviour and practices towards my professional life. Firstly, I was an emotional and impulsive manager and I used to get furious on every minor detail (Blau et al., 2016). I learned to deal with patience over issues and I educated employees on how to deal with them side by side. |
| *Reflection 2*  Secondly, I used to have a hard time managing teams but through my continuous development, I’m able to manage teams effectively (Armstrong, 2020). |
| *Reflection 3* |
| *Reflection 4* |

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### Appendix 1 – Self Assessment against Professional Map Standard

The below are Ethical Practice standards at Associate level, taken from the Core Behaviours of the CIPD Profession Map. You can find more information on these standards on the CIPD website.

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| **Professional Map Standard** | | **Your rating against each standard** | | |
| **Performs well (Score = 30)** | **Satisfactory**  **(Score =20)** | **Needs Development (Score = 10)** |
| 1 | Make responsible choices about your work, applying professional principles and values |  | *Mark ‘X’ as appropriate* |  |
| **Reasons for judgement** | | | | |
|  | | | | |
| 2 | Consider the purpose and implications of actions, decisions and people practices for all stakeholders |  |  |  |
| **Reasons for judgement** | | | | |
|  | | | | |
| 3 | Raise concerns about people practices and policies which are not consistent with values or legislation |  |  |  |
| **Reasons for judgement** | | | | |
|  | | | | |
| 4 | Provide explanations and reasons for the choices you make and the advice you provide |  |  |  |
| **Reasons for judgement** | | | | |
|  | | | | |
| 5 | Demonstrate professionalism and consistency in what you say and do in order to build trust |  |  |  |
| **Reasons for judgement** | | | | |
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### Appendix 2 – Feedback from other sources

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| Feedback given | Performance rating | Next steps |
| *Type of feedback, from who?* | *Based on the feedback, give yourself a rating:*  *-Performs well*  *-Satisfactory or*  *-Needs development* | *Identify strengths or weaknesses in this area, and how you can develop* |
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### Appendix 3 – Professional Development Plan

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| **Personal Development Plan** |

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| **NAME:** |  | **MEMBERSHIP NUMBER:** |  |
| **COVERING THE PERIOD FROM:** |  | **TO:** |  |

Planned outcome

Where do I want to be by the end of this period? What do I want to be doing? (This may be evolutionary or “more of the same”.)

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| **What do I want/need to learn?** | **What will I do to achieve this?** | **What resources or support will I need?** | **What will my success criteria be?** | **Target dates for review and completion** |
| Communication skills | Practice communication and encounter the barriers. | Co-workers cooperation and support, thoughtful thinking on ways to improve my communication skills. | Be able to communicate fluently, and deliver the right message intended. | I should be able to show progress from 2/1/2022. |
| Critical thinking | Focus on the areas where I am weak at critical thinking, consider my managers and seniors who are good at taking a view from every perspective. | Help from my seniors, videos, and content on critical thinking and success stories of my colleagues or managers. | I will be able to look at a situation from different perspectives. I should not miss any important element of the situation and I start getting good at making strategic decisions. | I should be able to show progress by 3/1/2022. |
| Managing teams | Work more with different types of employees and get to know their insights. | Frequent interaction with my team members. Knowing their likes and dislikes and their concerns towards working conditions. | I will be able to manage teams with diverse categories of employees. Employees should feel content and comfortable while working with me in teams. | I should be able to show progress by 3/1/2022. |

### Appendix 4 – CPD Reflection Record

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| **CPD Reflection Record** | | | |
| **NAME:** |  | **MEMBERSHIP NUMBER:** |  |
| **COVERING THE PERIOD FROM:** |  | **TO:** |  |

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| --- | --- | --- | --- | --- | --- |
| **Key dates** | **What did you do?** | **Why?** | **What did you learn from this?** | **How have/will you use this?**  **Any further action?** | **What was the impact of this activity?** |
|  |  |  |  |  | *Consider the impact on you, your team, colleagues, customers, stakeholders, the organisation, your department, others* |
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