



National Learning Network

Investing in People, Changing Perspectives

STAFF DEVELOPMENT REVIEW

Internally Developed Staff Development Review Process



OBJECTIVES

- Provide a means through which managers could enhance their staff satisfaction and contribution to the achievements of the organisation's goals and objectives
- Encourage open and effective two way channels of communications
- Identify development and training opportunities for staff that are linked to business objectives



National Learning Network
Investing in People, Changing Perspectives

BACKGROUND CONTEXT

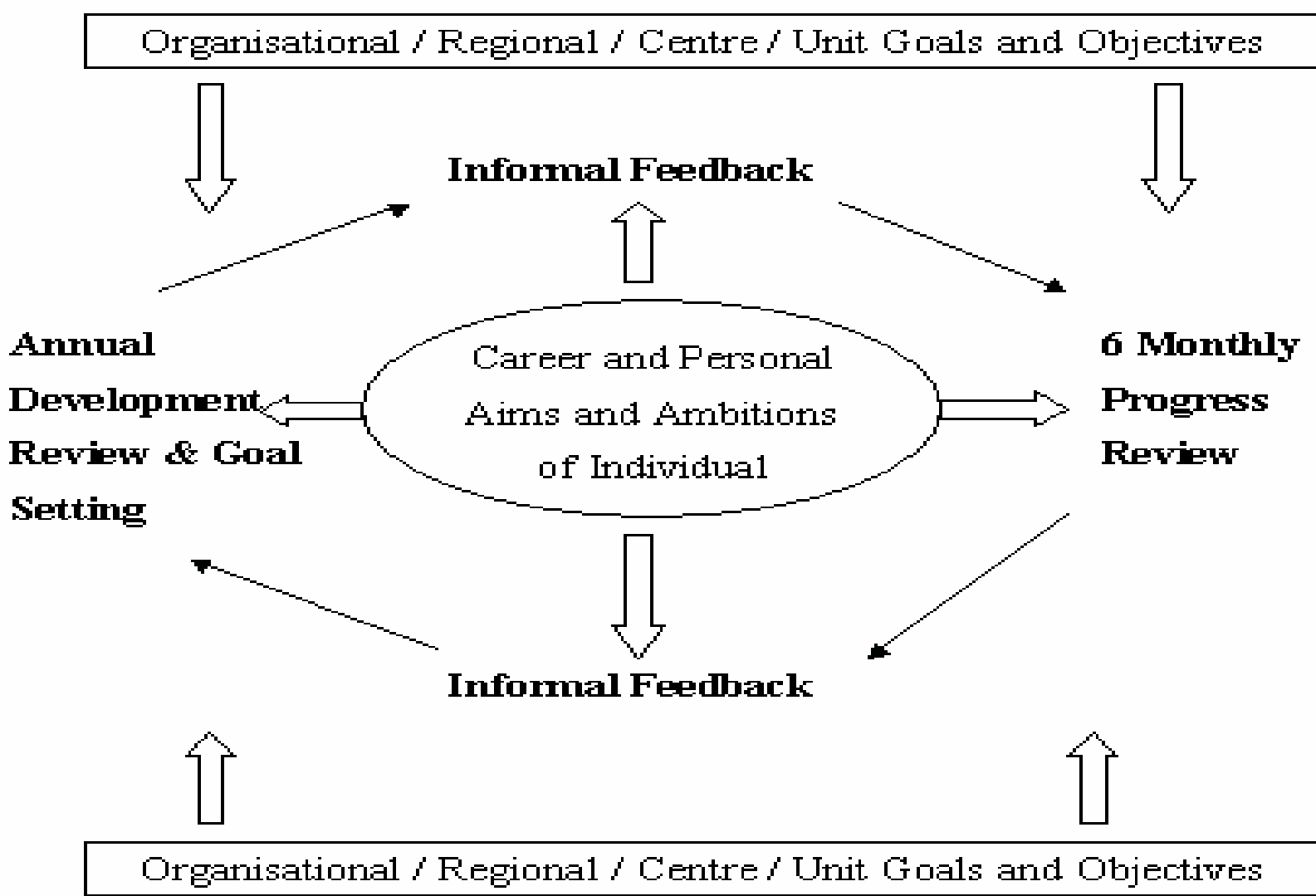
- 2001-2002 -consultation process with staff
 - Decision -shift in the character of the organisation to participating and inclusive
 - Systematic approach to involve staff at all levels
 - Aligned to business objectives
 - Giving and receiving feedback
 - Assessment of training and development needs of staff.
- January 2003 working group-10 staff/ 2 union representatives
- September 2003 –Recommendations to SMT
- Autumn of 2003 staff surveyed -feedback incorporated
- 2004 -30 staff trained as facilitators to train all staff in the SDR process
- 2004 and ongoing- Staff reviewee and reviewer training



PROCESS

- Advance prep required by both Reviewee and Reviewer
- An annual review meeting between Reviewee and Reviewer – 1 to 1, dedicated time, documented and held on file.
- All staff at all levels included
- Continuous Informal feedback
- A progress review meeting after 6 months
- Focus on business objectives and development needs
 - Effective performance
 - Overcoming obstacles
 - improving performance
 - Identifying training and developmental needs
 - Adding value
- National/Regional and local Staff Training & Development Plans





PROMPTS

Preparation Questions

- In what areas of work have you been successful over the past year? (give specific examples)
- What do you find most satisfying in your job? (give examples)
- In what ways have my effort as manager helped your performance / satisfaction within your role?
- What could I as your manager do in the future to support you in your role?
- Have you developed the core skills required to do your job well? (core skills are outlined in the probationary appraisal forms)
- - What are the core skill areas that you need to develop?
 - Are there any learning & development opportunities that could help you develop these skills or could support your continued development during the next year? (write them into your action plan)
 - What other goals could be achieved over the next year? (link these goals to centre / dept action plan and organisational key performance results – write them into your action plan)
 - What ideas or events are you aware of that might benefit you, your colleagues, your centre / region or National Learning Network? (e.g. community links, marketing opportunities, funding sources, exhibitions, courses etc)



National Learning Network

Investing in People, Changing Perspectives

Appendix II – Staff Development Review Action Plan

Name:

Date:

Date for Six Monthly Review Meeting:

National Learning Network Key Performance Results 2009 (KPRs)	Goals for next year (align with centre/dept action plan and KPRs)	Training & Development Activities / Requirements / Other Supports or Resources	Action to be taken and by whom	Outcomes recorded at six monthly review
Allocations				
Finance				
Outcomes				
Learner Involvement				
Human Resources				
Quality Standards & Supports				
Learning & Assessment				
Marketing & Communication				
Rehab Group				
Safety & Health				



BENEFITS

- Inclusive and participatory approach dispels fear and mistrust.
- Staff are confident about participating in and engaging in a process of two-way feedback.
- Aligned with the overall business objectives
- Employer of Choice
- Process of continuous improvement
- Achievement of Excellence Through People standard



MONITORING AND REVIEW

- Regional and Head Office Focus groups
- Staff surveys –
- On-going training of Reviewers and Reviewees – Training Evaluation
- Achievement of business objectives
- Inclusion in the Human Resources Department's annual performance objectives.
- Formal and Informal feedback from staff at all levels

