



WHOLESALE AND RETAIL: WHRT4 LESSON 8

Unit Standard: 117900, Self-Development Notes and Activities

Topic: Planning your own development

NB: By the end of this unit you should be able to:

- Identify what knowledge and experience you require to up within the organisation
- Identify people sources and training programmes that can help you obtain this knowledge and experience, both within and external to the organisation
- Action plan with timelines to access the required knowledge and gain the required experience based on information supplied by people possessing such knowledge

PEOPLE WHO CAN HELP WITHIN YOUR PERSONAL DEVELOPMENT

There are a variety of people within an organisation that can provide an individual with valuable insight to guide their personal growth, these include:



- Facilitators
- Mentors/role models
- Managers/supervisors
- Lecturers

FACILITATORS

- A facilitators' role is to transfer knowledge and skills to employees
- A facilitator can use different skills, tool, exercises and natural abilities to keep you/everyone interested.
- Create a safe and empowering atmosphere to get the best contributing from everyone , communicate clear guidelines and instructions
- The facilitation can take place in classroom or on the job.



MENTORS/ ROLE MODELS

- A mentor is a person who will help, guide and support you with your learning
- This person is usually senior to you in terms of knowledge and experience.
- In many cases, you may have two or even several mentors.
- Your second mentor will, in most cases be your supervisor in the workplace. This person is the known as your on-the-job mentor
- They will help and guide you with workplace learning and competencies

MANAGERS/SUPERVISORS

- A manager/supervisor can also be your mentor
- this person's main role is to provide you with feedback on your work performance and how your work experience contributes to your reaching of competencies required in the unit standards

PERSONAL DEVELOPMENT ACTION PLANS

An individual development plan (IDP) is a development tool that identifies activities or tasks that will help you enhance your knowledge, skills and abilities. The IDP process provides an opportunity for you to share your goals, as well as communicate your strength and developmental needs, with your supervisor/manager. This enables you to work as a team so that your goal within the organisation can be met and be aligned to those of the organisation

WHEN DO YOU START YOUR IDP, YOU NEED TO ASK YOURSELF THE FOLLOWING QUESTIONS:

1. What direction is my organisation going in and what will the organisation need from its employees in the future?
2. What re my goals over the next five years? (The answer to this question will provide you with the necessary motivation to focus on the task at hand)
3. What are my strengths and how can I build on them more effectively?
4. What are my weaknesses and will they make my job difficult to perform successfully?



| STRENGTH | WEAKNESSES | OPPORTUNITIES | THREATS |
|----------|------------|---------------|---------|
| | | | |

One can identify development needs by using formal strategies such as a SWOT analysis. SWOT analysis stands for:

- S- Strengths
- W- Weaknesses
- O- Opportunities
- T- Threats

SWOT ANALYSIS



If you answer these questions honestly, you should be able to identify developmental opportunities within the organisation that can help you build on your strengths in such a way that you can better serve the needs of the organisation and reach your goals.

Completing an IDP should be a joint effort between you and your supervisor/manager. Your completed IDP should not be a “wish list” but a realistic working document that serves your best interests, as well as those of the organisation. If your IDP doesn’t support the goals of the organisation, the organisation will not support your development financially it is important to talk to your manager about your career plans.

TO START YOUR IDP YOU WILL NEED TO DO THE FOLLOWING:

STEP 1: SET GOALS

- **Set short-terms goals**

Set goals in areas in which you want to develop yourself within the next year, for example, gaining better understanding of the function of the merchandise selection.



- **Set medium-term goals**

Set goals for the things you want to achieve in your career within the next two to five years, for example obtaining a higher diploma in retail management and becoming a supervisor.

- **Set long-term goals**

Set goals for things you want to achieve in your career in five or more years, for example becoming a manager of a division.

When you set these goals, make sure that they address your ambitions so that you will be able to turn your job into a career.

STEP 2: ANALYSE SKILLS AND COMPETENCIES

You must research what skills and competencies you will need to be able to achieve your goals. To do this, look at the entry requirements for specific training courses, job advertisements and job descriptions within the organisation or job profiles listed on the Occupational Framework. Categories all the information you have gathered into the skills and knowledge that you have or the skills and knowledge that you don't have. Once you have all this information, you can set learning priorities for yourself.

STEP 3: ACTION PLAN

You will need to develop a plan that you can implement in order to gain all the necessary skills and knowledge you need to meet your career goals. These actions must be allocated a time frame

STEP 4: RESULTS

Meet with your supervisor or mentor regularly to track your progress. It is important to remember that your IDP is not a document that cannot change. It is classified as a working document and should therefore change to meet your need. An example of an IDP is shown below



INDIVIDUAL DEVELOPMENT PLAN (IDP)

Are there strengths you would like to utilize that are not currently a part of your position description? Share specific examples. I have past experience in project management that I am not utilizing, I enjoy supervising others, but am not in a supervisor position currently

What are your career goals, aspirations, and dreams? What opportunities would you like to pursue in the next 12 months? Two years? Beyond two years? In the next 12 months, I would like to be given some opportunities for project management. In two years, my goal is to be a management position supervising others. Beyond two years, my long-term goal is to achieve higher levels of responsibility in project management and leadership; I hope to remain working at my organization growing my career here.

What skills, education, experiences, or assistance will you need to accomplish your short and long-term career goals? Please include your personal and professional growth ideas that you believe are relevant to your job satisfaction and success. I would like to have opportunities to stretch my experience and skills by doing a rotational assignment, I would also appreciate any special assignments that would help me gain knowledge and leadership experience.

| Job specific Training | Action Plan | Progress Report |
|---|---|-----------------|
| -Project management -Certified construction manager | <ul style="list-style-type: none"> • Complete by January 2021 • Complete by January 2021 | |
| Development Plan | Action Plan | Progress Report |
| <ul style="list-style-type: none"> • Attend the leadership and management developmental program • Look into rotational assignment opportunities | <ul style="list-style-type: none"> • Complete by July 2021 • Complete by July 2021 • ongoing | |



Activity 1

1.1 Match the statement(s) in COLUMN B with the word(s) in COLUMN A. Write only the letter (A – E) next to the question number (1.1 –1.5) in the ANSWER BOOK.

| COLUMN A | COLUMN B |
|---------------------------------------|--|
| 1.1 Facilitator | A. goals in area in which you want to develop yourself within next year |
| 1.2 Mentor | B to provide you with feedback on your work performance |
| 1.3 Manager | C Development tool that identifies activities Or tasks that will help you enhance your Knowledge, skills and abilities |
| 1.4 Individual Development Plan (IDP) | D transfer knowledge and skills to employees |
| 1.5 Short –term goals | E a person who will help, guide and support you with your learning. |

Activity 2

2.1 Discuss the roles of the following people (6)

2.1.1 Facilitator

2.1.2 Mentor/ role models

2.1.3 Managers/supervisors

2.2 Identify what knowledge and experience you require to move up within the organisation (6)

2.3 List THREE people who can help with your personal development (3)

2.4 Explain the following terms: (6)

2.4.1 Individual development plan

2.4.2 SWOT analysis

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