

RECOMMENDATIONS ON BEST PRACTICES IN PEOPLE MANAGEMENT.

*Case: Guardian Transport & Logistics
Company, Maryland USA*

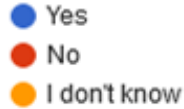
Teghen Victor T.

TRAINING & DEVELOPMENT

Questions in this section sought to identify the following:

- Availability of training or employee development
- The category of training available (Technical or Managerial) and the type of skills transmitted
- Method of identification of skills being made available
- Availability of Mentorship programs for employee development.

TRAINING & DEVELOPMENT



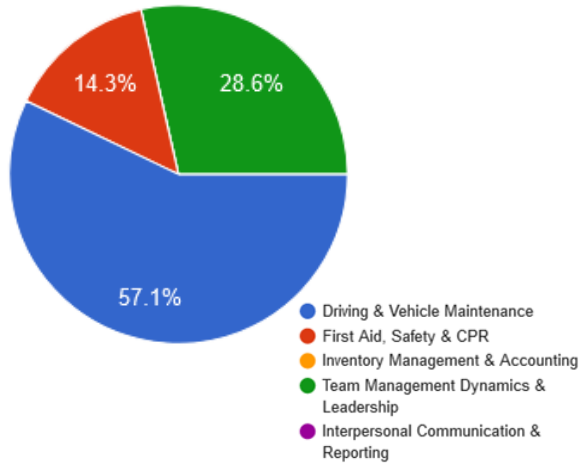
1. Availability of a training or employee development plan

100% of respondents accepted that there is an employee training and development plan within the company.

CONCLUSION / INDICATION

A positive employee training and development system is available in the company.

It also aligns with a positive company growth culture as there is intentional investment in employees for the development of the company



2. Technical and Managerial training programs/skills areas available for employees.

Driving & Vehicle Maintenance : 57%

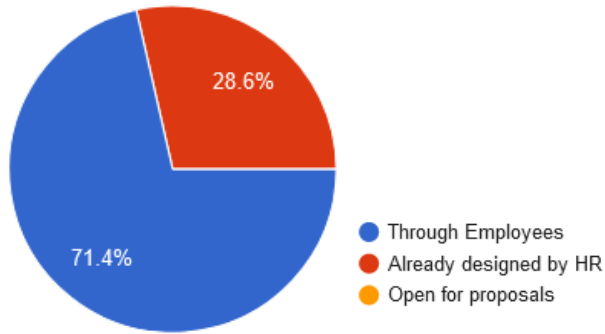
First Aid, Safety & CPR : 14.3%

Team Mang't & Leadership : 28%

CONCLUSION/INDICATION

The majority of respondents (57.1%) choose Driving & Vehicle Maintenance indicate a focus in a major area of the company's operations, being a transport and logistics company.

REVERSE ENGINEERING WITH THE SPIRIT'S POWER

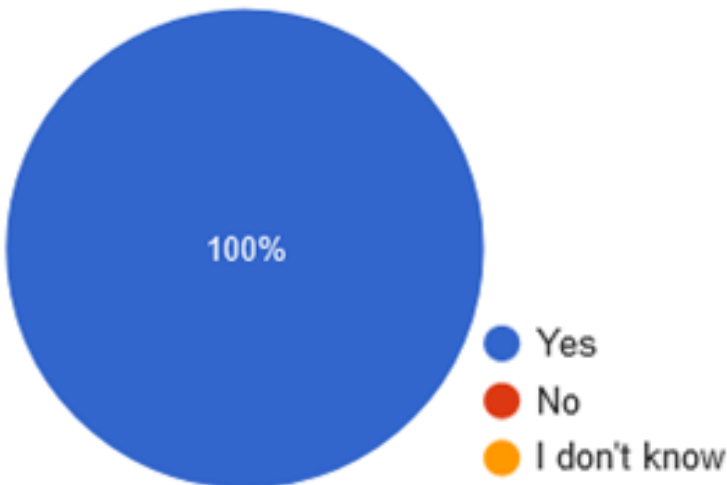


3. Method of identification of areas of development of employee skills and competencies.

Through employees : 71.4%
Already designed by HR : 28.6%

CONCLUSION/INDICATION

Clearly defined method which is indicative of inclusivity in the process.



4. Availability of a Mentorship Program for employee growth and development.

Yes : 100%

CONCLUSION/INDICATION

Intentionality on the side of the company which is indicated by action/implementation of a mentorship program to support employee growth.

SECTION SUMMARY

■ TRAINING & DEVELOPMENT SECTION SUMMARY

An employee training and development system is available in the company, which reflects intentionality of management towards employee growth and development and also aligns with a positive company growth culture. This training focuses on relevant and much needed skills for performance in both technical and management domains, so that staff are more proficient in their duties, hence performance

RETENTION

Questions in this section sought to identify the following:

- Particular strategies employed to attract and retain talents
- Key retention initiatives, benefits or packages for employees
- How is employee satisfaction measured?
- How are challenges in the area of retention addressed?

TRAINING & DEVELOPMENT

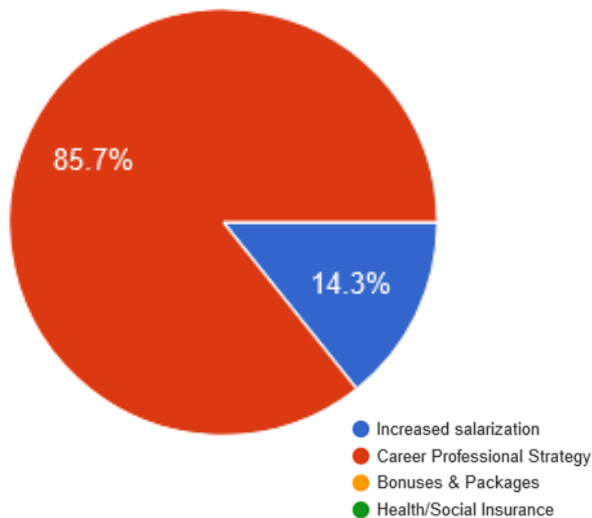


1. Which particular strategy does Guardian Transport and Logistic employ to attract and retain talents?

Career Professional Strategy : 71.4%
Financial Strategy : 28.6%

CONCLUSION/INDICATION

Many satisfactory, long-term, long lasting and mutually beneficial strategies are implemented for talent retention. The top (and preferred) being the Career Professional Strategy.



2. Share some Key retention initiatives, benefits or packages offered to employees.

Career Professional Strategy : 85.7%
Increased salarization : 14.3%

CONCLUSION/INDICATION

Initiatives offered are ultimately beneficial to employees and provide career/professional stability and better pay packages.

The interests and benefits of employees is clearly considered and taken care of.

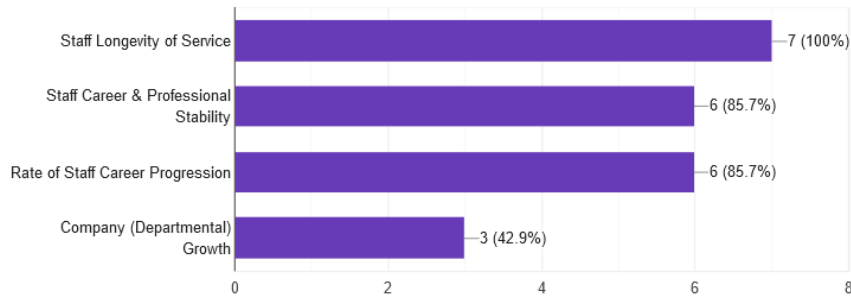
REVERSE ENGINEERING WITH THE SPIRIT'S POWER

3. How is employee satisfaction and engagement gauged within Guardian Transport and Logistics?

Staff Longevity and Service :100%
 Staff Career & Professional Stability : 85%
 Rate of Staff Career Progression : 85%
 Company (Departmental) growth :42%

CONCLUSION/INDICATION

The methods of measuring employee satisfaction indicates presence a company culture focused on retaining employees and improving employee performance. Those rubrics are thus used as a gauge for employee satisfaction and engagement.



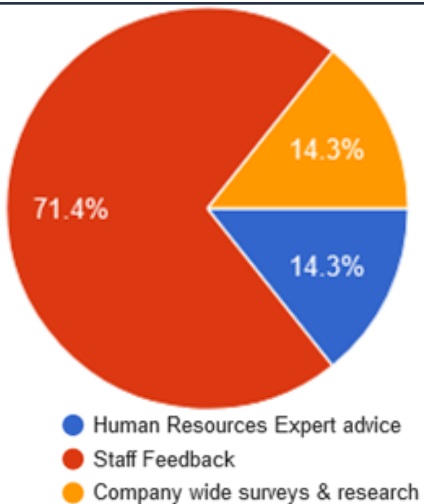
4. How best does the Guardian Transport & Logistics address challenges in the area of retention of employees?

Staff Feedback : 71.4%
 Human Resource Expert Advice : 14.3%
 Companywide surveys 7 research : 14.3

CONCLUSION/INDICATION

The strategies for mitigating challenges in the area of employee retention are holistic in nature. We observe that they are both :


- Employee focused and expert focused.
- Internally oriented and externally oriented.



SECTION SUMMARY

RETENTION

- Many **satisfactory, long-term, long lasting and mutually beneficial strategies** are implemented for talent retention. The top (and preferred) being the Career Professional Strategy for the employee. The initiatives derived from these strategies are ultimately beneficial to employees and provide **career/professional stability and better pay packages**. The interests and benefits of employees is clearly considered and taken care of.

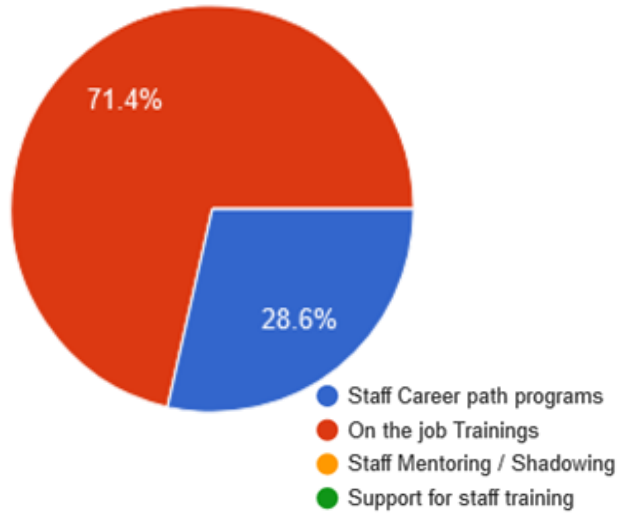
- The methods of measuring employee satisfaction have been put in place and they are indicative of a positive company culture focused on retaining employees and improving employee performance and productivity. Rubrics used to measure employee satisfaction and engagement include tangible/measurable indicators such as staff Longevity and Service, Staff Career & Professional Stability, Rate of Staff Career Progression, Company (Departmental) growth.
 - These strategies for mitigating challenges in the area of employee retention at Guardian Transport and Logistic are holistic in nature. We observe that while they are both Employee focused and Expert focused, they are also internally oriented and externally oriented.
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CAREER PROGRESSION

Questions in this section sought to identify the following:

- The ways through which career development is supported.
- Whether opportunities exist for employees to take on more work responsibility and advance.
- If employees have a clear path for growth and advancement within the company.
- If the company gathers feedback from employees regarding their training, development and overall job satisfaction?

CAREER PROGRESSION

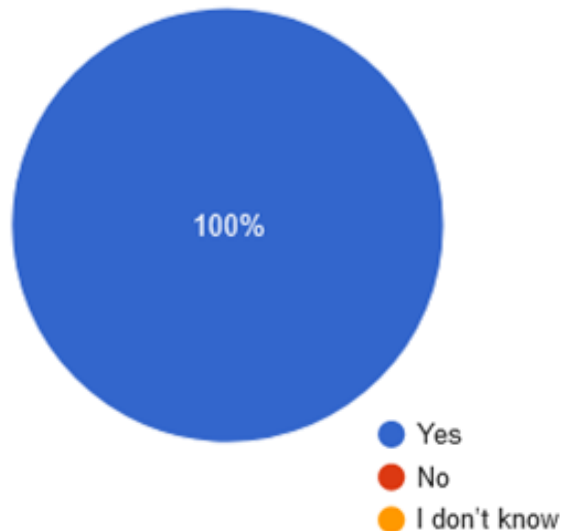


1. How does Guardian Transport & Logistic support career advancement for employees in the Transport & Logistics sector?

On the Job Training : 71.4%
Staff Career path Programs : 28.6%

CONCLUSION/INDICATION

Career advancement is an integral part of Guardian Transport and Logistics, hence some pathways have been identified and implemented for this purpose. Among these, On the Job training is the most popular and followed by Staff Career path programs.

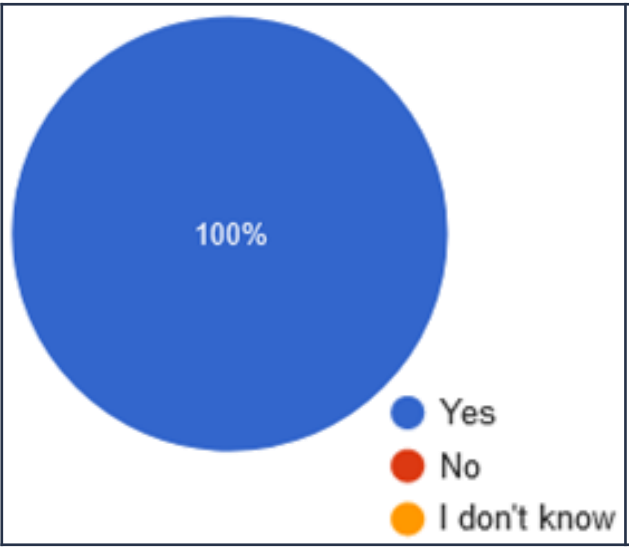


2. Do opportunities exist for employees to take on more work responsibility and advance with Guardian Transport and Logistics?

Yes : 100%

CONCLUSION/INDICATION

This is indicative of valorization/promotion of employee performance/productivity and employee advancement.



3. Do employees have a clear path for growth and advancement within Guardia Transport & Logistics

Yes : 100%

CONCLUSION/INDICATION

A clear path for employee growth and advancement exists in Guardian Transport & Logistics. This is indicative of valorization/promotion of employee performance/productivity and employee advancement.

SECTION SUMMARY

CAREER PROGRESSION

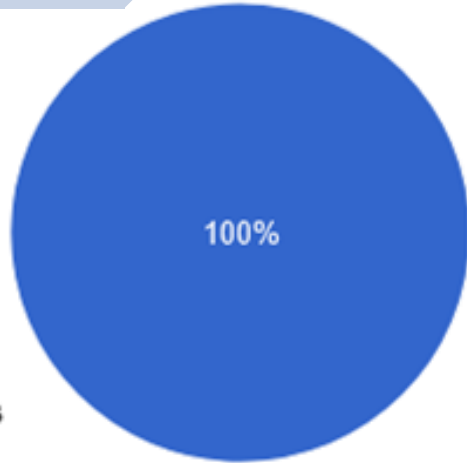
- Career advancement is an integral part of Guardian Transport and Logistics, hence some pathways have been identified and implemented for this purpose. Among these, On the Job training is the most popular and followed by Staff Career path programs.
- This indicates valorization/promotion of employee performance/productivity and employee advancement. A clear path for employee growth and advancement exists within the company.

FEEDBACK & COMMUNICATION

Questions in this section sought to identify the following:

- If the company gather feedback from employees regarding their training, development and overall job satisfaction.
- Regularity of performance reviews or feedback sessions with employees concerning development.
- If there is Incorporation of feedback from employees into the training and development processes.
- If there exists channels for employees to communicate their career aspirations and objectives to management.

CAREER PROGRESSION



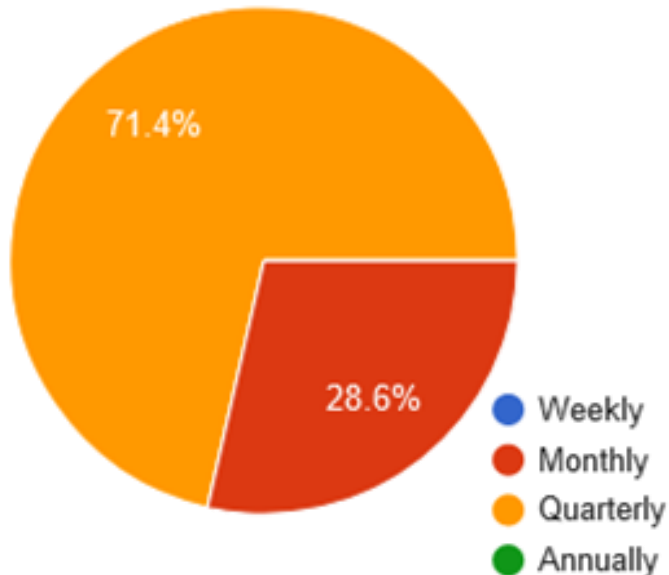
● Yes
● No
● I don't know

1. Does Guardian Transport & Logistics gather feedback from employees regarding their training, development and overall job satisfaction?

Yes : 100%

CONCLUSION/INDICATION

Supervisory/oversight mechanisms exist regarding training and development and job satisfaction of employees at Guardian Transport and Logistics. This is indicative of intentionality for employee training, development and job satisfaction.



● Weekly
● Monthly
● Quarterly
● Annually

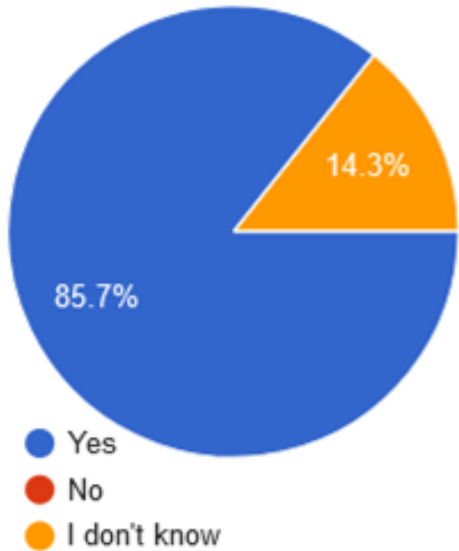
2. How regular are performance reviews or feedback sessions with employees used to discuss staff development and goals

Quarterly : 71.4%

Monthly : 28.6%

CONCLUSION/INDICATION

Adequate and structured follow-up and reviews towards enhancing staff development goals exist and are implemented periodically.



3. Is feedback from employees incorporated into the training and development processes?

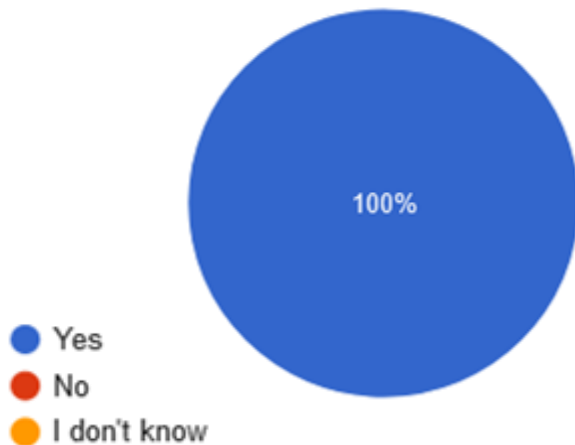
Yes : 85.7% I don't know : 14.3%

CONCLUSION/INDICATION

An 85% majority in affirmation indicates proper knowledge and possible implementation of feedback from employees.

RECOMMENDATION

However, the 14.3% person who don't know indicates a possible deficiency in the communication processes within the company. Some enhancement may be required in this area.



4. Are there channels for employees to communicate their career aspirations and objectives to the management team?

Yes : 100%

CONCLUSION/INDICATION

A presence of channels for such free and open expression of career aspirations emphasizes a company culture focused towards employee development. In resounding other previous observations, this comes to indicate positive considerations that the management has for employees.

SECTION SUMMARY

FEEDBACK & COMMUNICATION

- Supervisory/oversight mechanisms exist regarding training & development and job satisfaction of employees within the company.
- Adequate and structured follow-up and reviews towards enhancing staff development goals exist and are implemented periodically. An 85% of employees affirmation indicates proper knowledge and possible implementation of feedback from employees. **However, the 14.3% person who don't know indicates a possible deficiency in the communication processes within the company. Some enhancement may be required in this area.**
- A presence of channels for such free and open expression of career aspirations exists and this emphasizes a company culture focused towards employee development.

GENERAL SUMMARY & RECOMMENDATIONS

- Availability of an employee training & development system within the company is positive and also is reflective of intentionality of management towards employee growth and development. This is a positive company growth culture.
- The training that focuses on relevant and much needed skills for performance in both technical and management domains helps staff become more proficient in their duties, hence performance increases.
- A **satisfactory, long-term, long lasting and mutually beneficial strategy** for talent retention is important, with Career Professional Strategy being most successful. Ultimately employees will prefer packages that offer **career/professional stability and better pay packages**. The employee's interest comes first.

GENERAL SUMMARY & RECOMMENDATIONS

- Career advancement is useful at the work place. Successful pathways towards these include on the Job training and Staff Career path programs. Valorization/promotion of employee performance/productivity and employee advancement is a positive decision and works best when a clear path within the company is designed and implemented, as is the case with Guardian Transport & Logistics.
- Supervisory/oversight mechanisms regarding training & development and job satisfaction of employees are important as seen in the company.
- Adequate and structured follow-up and reviews towards enhancing staff development goals are also important in order align all staff with company policies and actions. In our case, **some enhancement may be required in this area.**
- A presence of channels for such free and open expression of career aspirations exists and this emphasizes a company culture focused towards employee development.