

**College of Banking and Financial Studies**

**Assignment Brief – BTEC**

**Higher National Diploma in Business (Level 5)**

**Assignment 1**

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| **Student Name /ID Number** |  |
| **Unit Number and Title** | Unit 6: Managing a Successful Business Project |
| **Academic Year** | Spring 2019-2020 |
| **Unit Assessor** | Dr Omar Ali Ibrahim/ Mr Hibbathul Careem Feroskhan |
| **I. V. Name** | Mr. Vaheed |
| **Assignment Title** | Importance of integrating equality and diversity practices  in workplace |
| **Issue Date** | 9th March 2020 |
| **Formative Feedback Date** | 10th April 2020 |
| **Final Submission Date** | One working week from date of formative valuation completion |

**Introduction:**

Talent management is a vital factor that makes employees feel skilled, engaged, and motivated. The employees perform duties as per the organization’s goals and enhance good business performance. Talent management in Oman has helped maintain high-quality employees, skill development, and motivation to improve overall performance. Due to the increasing globalization, people need to interact primarily from diverse backgrounds, cultures, beliefs than it was before.

Oman Oil Company was established in the year 1996 after it was proposed in 1992. The company merged with Orpic refining company created in 2011 to run the Oman Oil Company assets. I am a director of human resources at the Oman Oil Company in Oman. I have been asked to undertake a project to review the talent management policy at the company and appropriate strategy to increase Omanisation to adhere to the target set by the government on its’ high agenda.

**P1-**

People come together to form a more significant part of the world’s economy and face other competitive continents. For this reason, profit and non-profit organizations have found the need to diversify their creativity and openness to change. Organizations that know effective diversity management in the workplace in the future will hold a distinct advantage. This advantage will be beneficial in recruiting and hiring unique talents. Therefore, the post outlines the best way organizations can easily approach and ensure management of diversity in the workplace through proper advice and actionable tips.

* Diversity within the workplace implies the differences between individuals and involves identifying individuals and how they get perceived by others. Different aspects get encompassed when diversity gets engaged in the workplace, such as age, ethnic groups, gender, race, sexual orientation, religion, military service, physical and mental conditions, and other specific differences between various individuals (Kumra, 2012 n.p).

**Aims:**

Diversity has many benefits within the workplace. A perfect example is for the starters since a large pool of applicants can get obtained, especially for organizations committed to recruiting a diverse workforce. That is important since by doing so, they can easily find candidates that are even more qualified and also reduces the time that it would take to fill out vacant positions.

There is an excellent risk of missing out on qualified candidates, specifically by businesses that fail to recruit from diverse talent pools. That being the case, they might, in the same way, have difficulties in filling out essential roles, which have a positive impact on recruitment costs. Different positions can hardly get filed out by qualified candidates by various organizations through its recruitment from various pools of talent. A diverse workforce has more benefits to the employer brand and thus of importance when deciding on the right talent. A diverse workforce with multi-lingual employees and those obtained from various ethnic backgrounds can be vital to an organization that needs to improve or expand activities that deal with local, regional, national or international markets. The incorporation of diversity within the workplace has other spontaneous benefits. Employees that come from different backgrounds can have the chance to provide perspectives and other creative new ideas to the same organizations about their cultural experiences. A diverse workplace offers valuable knowledge to organizations in understanding their target demographics and what inspires them. The organization’s culture can better get aligned by a diverse workplace through America’s demographic makeup.

Moreover, customer satisfaction will increase by improving employees’ interaction with a more varied public and clientele. Implementing different initiatives to understand diversity is to create appreciation and awareness of the many differences between employees from various backgrounds. That gets solemnly done with the hope of enhancing their workgroup relationships (Green et al., 2002 p.2).

**Objectives:**

To examine different policies and practices that will help protect employee’s rights and comply with other government regulations.

To assess that the Omani company’s non-official `rules` are explained thoroughly to every employee to facilitate organization culture and values.

**P2-**

**Project plan:**

The project aims to encourage and help employees recognize and understand that one’s own culture, background, and other experiences are not the only things that provide value. Different ways of incorporating a diverse range of talents and perspectives should be considered in the other employees’ efforts to achieve organizational goals.

**Outputs:**

Prioritizing communication is an important aspect when it comes to managing a diverse workplace. Oman Company must ensure they have effective communication with their different employees. It should communicate the proper procedures, policies, safety rules, and other vital procedures to its respective employees. That will ensure no problems such as language cultural barriers through a translation of symbols, materials, and pictures when needed. Communication will provide a diverse workplace since employees can freely interact with each other and work hand in hand towards reaching organizational goals.

Treating every employee as an individual also makes a formidable tip in the management of workplace diversity. An organization can significantly achieve this if they avoid coming up with assumptions about employees from various backgrounds. In reaching the same, leaders must judge an employee’s action, emphasizing his/ her failures and success rather than focusing on their different experiences. By doing so, an organization can have the chance to know how to help the same employees based on their point of weakness. That will moreover increase the employee’s level of motivation and thus help create a diverse workplace.

           A vital tip moreover is the encouragement of employees towards working in diverse groups. That is an important aspect that can get implemented by the organization. Employees can have the chance to understand and know each other more positively. It has different benefits since they can value each other without coming up with negative notions, for instance, about cultural misunderstandings. Therefore, diverse groups will create a uniform environment that will help the organization reach its different objectives and goals (Monks, 2007 n.p).

The Oman Company should also look towards basing its standards on the objective criteria. In that kind of scenario, the organization can establish one standard of rules that would get applied uniformly to all employee groups regardless of the type of background they come within. Therefore, the organization can ensure that all employment actions such as discipline follow standardized criteria. That is an essential aspect since it will work towards ensuring that every employee receives equal treatment

**Time for implementing the project:**

The first and second weeks will be an interview with the human resource departments at the Oman companies on policies related to talent management, knowledge about the competence of the project, and holding meetings with stakeholders.

The third and fourth week will be collecting ideas from the Human Resource Department and develop a steering unit to plan and implement this policy, review it and work on its success.

The fifth and sixth weeks will be to develop a strategy for the communication process.

Seven to eight-week working quality. Identification of the state of talent management in Oman companies.

The ninth and tenth weeks involve measuring the risks that the project is exposed to in the short and long term, financial risks, strategic risks, and reputational risks.

The eleventh and twelfth weeks involve the evaluation of project success.

**The quality:**

The extent of the plan’s progress must be measured per the conditions set to guarantee the plan’s success through personal interviews for employees and follow-ups of all employees at work.

**Challenges:**

There is a challenge of funding the training of employees and the mission of the project.

They are getting the employees to understand and know their talents.

**Resources:**

Human and financial departments work with us to make the project a success.

The human resource department put the plan, implements it, and monitors it to ensure success and better alternatives of Omanisation.

The financial resource will fund the project and budget for other departments within the Oman Company.

**P3-**

The project on how talent is developed and managed to select the best talents and leaders in the Oman Oil Company.

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| **Time**  **Activities** | W1 | W2 | W3 | W4 | W5 | W6 | W7 | W8 | W9 | W10 | W11 | W12 |
| The first and second week will be an interview with the human resource departments at the Oman companies. | ✅ | ✅ |  |  |  |  |  |  |  |  |  |  |
| The third and fourth week will be collecting ideas from the Human Resource Department. |  |  | ✅ | ✅ |  |  |  |  |  |  |  |  |
| The fifth and sixth week will be to develop a strategy for the communication process. |  |  |  |  | ✅ | ✅ |  |  |  |  |  |  |
| Seven to eight-week working quality. Identification of the state of talent management in Oman companies. |  |  |  |  |  |  | ✅ | ✅ |  |  |  |  |
| The ninth and tenth weeks involve measuring the risks that the project is exposed to in the short and long term, financial risks, strategic risks, and reputational risks. |  |  |  |  |  |  |  |  | ✅ | ✅ |  |  |
| The eleventh and twelfth weeks involve the evaluation of project success. |  |  |  |  |  |  |  |  |  |  | ✅ | ✅ |

**P4-**

Welcome to the participants

The purpose of the questionnaire is to know the level of employee talent management at the Oman companies, and the information provided will not be disclosed.

Personal information

1. Age [ ] 25-30, [ ] 30-35, [ ] 40-45
2. Gender [ ] male, [ ] female
3. Choose your level of consent for talent management at Oman Oil Company.

(SA) Strongly Agree, (A) Agree, (N) Unconfirmed, (D) Disagree, (SD) Strongly Disagree

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| --- | --- | --- | --- | --- | --- |
|  | SA | A | N | D | SD |
| **The company selects the best Omani talents from its trainees.** |  |  |  |  |  |
| **There is a large number of Oman employees**. |  |  |  |  |  |
| **Omani employees have significant roles in the company.** |  |  |  |  |  |
| **Omanisation process is vital in the company** |  |  |  |  |  |
| **Employees understand and know their talents.** |  |  |  |  |  |
| **The employees easily meet demand from the company.** |  |  |  |  |  |

* Give a rating 1-10, meaning for [1] that you are satisfied with the system related to talents at the company and [10] for not satisfied

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* Suggestions to develop and create new methods of talents at the Oman companies were given.

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**M1-**

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| Key milestones | Estimated completion date |
| Create a project plan | 1/6/2021 |
| Study the project plan | 16/6/2021 |
| Define project goals | 30/6/2021 |
| The start of the project | 1/7/2021 |
| Research and implementation stage of the project | 5/7/2021 |
| Auditing stage Project work | 23/7/2021 |
| Challenges and problems faced by the project | 4/8/2021 |
| Solutions to challenges and problems | 24/82021 |
| The final evaluation of the project and solution to all problems | 4/9/2021 |
| The termination of the project | 2/10/2021 |

**M2-**

**Sensitivity training:**

There is a need for awareness among employees on how to exist with a wide range of people and understand their cultural sensitivity to develop harmony in a diverse workplace. Sensitivity training is a significant aspect as it helps manage diversity within the workplace. Most of their employees develop a sense of self-awareness, thus substantially understanding their prejudices and cultural biases. Sensitivity training comes along with many benefits. Employees can easily adjust and manage their perceptions of different people that come from various backgrounds. They can develop better ways of appreciating other people’s views. Employees can know offensive actions from others and have a more excellent perception of the same. It helps in conflict resolution, for instance, when an employee is offended by a co-worker, thus learns how to communicate and solve calmly. It allows an employee on the proper apology method, especially to a co-worker if they happen to offend them unknowingly. Generally, there should be the inclusion of all employees in sensitivity training. A significant impact gets established if unique training gets facilitated for the managers. We have other companies that even provide online classes for sensitivity training (Dahanayake, 2018 n.p).

**Recommendations:**

Organizations should extensively work towards encouraging diversity. Any business that can successfully manage variety within the global talent market will establish a competitive advantage over others in employer branding, innovation, and differentiation. We should ensure that we have different policies and practices to help protect employee’s rights and comply with other government regulations. It is also essential to ensure that the organization’s non-official `rules` get thoroughly explained to every employee to facilitate company culture and values to every worker.

**Conclusion:**

Qualitative analysis has gotten used in most parts of the provided literature and has gone to a greater extent to show diversity and equality management. The provided literature consists mainly of theoretical literature. The literature offers adequate support for the framework that involves equality and diversity with essential themes such as performance appraisal, leadership role, and other significant policies that could get implemented within an organization. Within the globalized world, to obtain a competitive edge, it is evident that equality and diversity play a significant role. However, preliminary research is primarily within the human resource papers since the western system gets mainly followed. Therefore, there should be the inclusion of documents with a more contextual approach that would get used in future research to facilitate the globalized world that keeps changing. In understanding the meaning of diversity, especially within the workplace, we learn that it implies the differences between individuals within an organization. In learning diversity, we know that involves identifying individuals and how they get perceived by others within the workplace. A diverse workplace provides valuable knowledge to organizations in understanding their target demographics and what inspires them. The organization’s culture can better get aligned by a diverse workplace through America’s demographic makeup.

Due to the increased globalization within the world, people need to interact primarily from diverse backgrounds, cultures, and beliefs than it was ever before. People have come together to form a more significant part of the worldwide economy and face other competitive continents. Moreover, customer satisfaction will increase by improving employees’ interaction with a more varied public and clientele. Implementing different initiatives to understand diversity is to create appreciation and awareness of the many differences between employees from various backgrounds. That gets solemnly done with the hope of enhancing their workgroup relationships. There is a great need to reevaluate basic approaches during the management of diversity about the direction of human resources to understand all types of diversity and its benefits (Green, 2002 p. 2).

**Reference:**

Green, K.A., López, M., Wysocki, A. and Kepner, K., 2002. Diversity in the workplace: Benefits, challenges, and the required managerial tools. *EDIS*, *2002*(2).

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Kumra, S., Manfredi, S. and Vickers, L., 2012. *Managing equality and diversity: Theory and practice*. Oxford University Press.

Monks, K., 2007. *The Business Impact of Equality & Diversity: the international evidence*. National Centre for Partnership & Performance.