

Q1. (AC 1.1)

A 'people professional' works in human resources (HR). They help manage and support employees. This role is important for making employees feel valued and treated fairly. This helps them stay motivated and work better (SMITH, 2022).

What Does 'Professional' Mean?

A professional is someone who does their job well. They have skill, knowledge, and care. They act with honesty and respect. They understand their own feelings and those of others. Professionalism is about how you do your job, not just the job itself.

Moreover, being a people professional means following key values, having core knowledge, showing core behaviours, and having special knowledge. The CIPD Profession Map explains these parts (SMITH, 2022).

Professional Values: People professionals have strong values like fairness, honesty, and respect. They treat all employees equally and act in an ethical way (SMITH, 2022).



Core Knowledge: People professionals understand HR practices, employment law, and how organizations work. They know how to manage hiring, employee development, and performance (CIPD, 2024).

Core Behaviours: Core behaviours include acting with honesty, being inclusive, and building trust. People professionals understand and manage their own feelings and those of others. They communicate clearly and build good relationships at work.

Specialist Knowledge: Besides core knowledge, people professionals may need special knowledge in areas like pay and benefits, talent management, or employee relations. This helps them design and carry out good HR strategies (CIPD, 2024).

Behaving Professionally

1. Benefits of Behaving Professionally:

- **Trust and Respect:** Acting professionally builds trust and respect among co-workers and employees (CIPD, 2024).
- **Productivity and Engagement:** When employees feel valued and supported, they work better and stay engaged.
- **Positive Workplace Culture:** Professionalism helps create a positive and inclusive workplace. Everyone feels welcome and motivated (CIPD, 2024).
- **Organizational Success:** Professional behaviour helps the organization succeed by creating a healthy and efficient work environment.

2. Consequences of Not Behaving Professionally:

- **Loss of Trust:** Unprofessional behaviour can lead to a loss of trust and respect (SMITH, 2022).
- **Low Morale:** Employees who do not feel valued may have low morale and less motivation.
- **High Turnover:** Unprofessional behaviour can cause high employee turnover, which is costly and disruptive (SMITH, 2022).
- **Damage to Reputation:** The organization's reputation can suffer if it is known for treating employees poorly or acting unprofessionally.

In conclusion, being a people professional means maintaining high standards through skill, knowledge, honesty, and respect. It involves continuous learning to ensure HR practices match the organization's goals and support employee well-being.

Q2. (AC 1.2)

Ethical values are very important for people professionals. These values guide the actions and decisions in human resources (HR). Ethical values include honesty, fairness, respect, and responsibility. These values help people professionals act in the best interest of both employees and the organization (Solovyova, 2022).

How Ethical Values Guide HR Work

Honesty: People professionals must always be honest. Honesty builds trust between employees and the HR team. For example, when giving feedback, it is important to be truthful about an employee's performance. Honest feedback helps employees improve and grow in their roles (Solovyova, 2022).

Fairness: Fairness means treating everyone equally. People professionals must make sure all HR policies and practices are fair. This includes hiring, promotions, and pay. Fair treatment creates a positive work environment where all employees feel valued.

Respect: Respect is about valuing each person and their contributions. People professionals should always show respect to employees. This includes listening to their concerns and addressing them properly. Respectful behaviour fosters a supportive workplace where employees feel heard and appreciated (Solovyova, 2022).

Examples of Ethical Values in Practice

1. Fair Recruitment Process:

- **Application:** When hiring new employees, people professionals must ensure a fair recruitment process. This means giving all candidates an equal chance. For example, job advertisements should be clear and accessible to everyone. The selection process should be based on merit and skills, not on personal biases or preferences (Elrayah, 2021).

- **Impact:** A fair recruitment process ensures the best candidates are hired. It also builds trust in the organization and enhances its reputation as a good employer.

2. Confidential Handling of Employee Information:

- **Application:** People professionals often handle sensitive employee information, such as medical records or personal details. It is crucial to keep this information confidential and secure. For instance, only authorized personnel should have access to confidential files. Sharing information without consent can harm employees and breach their trust (Elrayah, 2021).
- **Impact:** Handling information confidentially protects employees' privacy and builds trust. It also ensures compliance with data protection laws and prevents legal issues for the organization.

In conclusion, ethical values are essential for people professionals. They guide behaviour and decision-making in HR. By applying ethical values like honesty, fairness, respect, and responsibility, people professionals can create a positive and supportive work environment. This benefits employees and supports the overall success of the organization.

Q3. (AC 1.3)

It's really important for people professionals in HR to be able to influence others and ensure that the 'people practice voice' is heard in their organization. This means they can have a positive impact on how HR policies and practices are understood and put into action (Wilton, 2022).

Why Influence Matters in HR

Clear Communication: People professionals need to communicate clearly and confidently. This helps others understand the importance of HR initiatives like employee development or diversity programs. Clear communication makes sure everyone understands and supports these efforts (Wilton, 2022).

Being Informed: People professionals need to stay informed about HR trends and best practices. This knowledge helps them make informed decisions and influence others to support HR strategies. For example, they might advocate for flexible work options that improve work-life balance.

Confidence: Confidence is key to influencing others. People professionals need to present their ideas confidently to gain support for HR strategies. Confidence shows belief in their expertise and the value of HR initiatives to the organization's success (Wilton, 2022).

Examples of Influencing in HR

- 1. Promoting Diversity and Inclusion: Example:** People professionals can influence leaders to prioritize diversity and inclusion. They explain how diverse teams bring innovation and better decision-making. By advocating for inclusive practices, they create a workplace where everyone feels valued (Nankervis, 2019).
- 2. Implementing Performance Management Systems: Example:** When introducing new performance management systems, people professionals influence managers and employees to see the benefits. They highlight how clear feedback and goal-setting improve employee performance and career growth opportunities (Nankervis, 2019).

In conclusion, the ability of people professionals to influence others through clear, informed, and confident communication is vital in HR. By effectively communicating the importance of HR practices and initiatives, they ensure that the 'people practice voice' is heard and valued in their organization (Nankervis, 2019). This not only boosts employee satisfaction and engagement but also supports the organization's overall goals and success.

Q4. (AC 1.4)

Raising Concerns in the Workplace

In any job, there may be times when you need to tell a manager or another person in charge about something that worries you. This could be because you think something is wrong or against the rules. It's important to handle these situations carefully to make sure they are dealt with properly (Talash, 2022).

Examples of When to Raise Concerns

a) Ethical Concern:

If I see something at work that I believe is not right, even if it's not against the law, I would talk to my manager about it. For example, if I notice a colleague taking credit for others' work without

giving them credit, I would consider this unfair. Here's how I would go about raising this concern: (Talash, 2022).

- 1. Prepare:** Before talking to my manager, I would gather examples of what I've seen. This might include times when credit was not given where it should have been.
- 2. Arrange a Meeting:** I would ask for a private meeting with my manager at a convenient time. During the meeting, I would explain that I have noticed something I believe is unfair and provide specific examples (Talash, 2022).
- 3. Present Evidence:** I would calmly show the evidence I've gathered, sticking to the facts and avoiding blame.
- 4. Explain Concern:** I would explain why I think this behaviour is unfair and how it could affect the team's trust and morale (Talash, 2022).
- 5. Propose Solutions:** Finally, I would suggest ways to address the issue, like encouraging fair credit practices and promoting teamwork.

b) Legal Concern:

If I find something at work that I think breaks the law, such as not following safety rules or mishandling private information, I would report it promptly. Here's an example of how I would handle this: (Cvenkel, 2020).

- 1. Document the Issue:** First, I would write down exactly what happened, including dates and any rules or laws that were not followed.
- 2. Check Rules and Laws:** I would read company rules and the law to make sure I understand what should be happening (Cvenkel, 2020).
- 3. Tell the Right Person:** Depending on how serious it is, I might talk to my manager directly or go to someone higher up, like the HR department or a legal authority.
- 4. Explain Clearly:** When I report the problem, I would explain it simply and politely, focusing on the facts and why it's important to fix it.
- 5. Follow Up:** After reporting the problem, I would check to see what's being done about it and make sure it's fixed properly (Cvenkel, 2020).

In conclusion, telling someone in charge about concerns at work, whether they're about fairness or following the law, needs careful thought and clear communication. By doing this professionally and focusing on facts and solutions, you can help keep a positive and lawful workplace.

Q5. (AC 2.1)

The Benefits of Inclusion, Valuation, and Fair Treatment at Work

Feeling included, valued, and fairly treated at work is important for both individuals and businesses. Here's how two theories explain these benefits and their impact: (Ştefan, 2020).

Human Benefits

Maslow's Hierarchy of Needs: Maslow's theory shows that when people feel included, valued, and treated fairly, it meets their psychological and self-esteem needs: (Ştefan, 2020).

- **Inclusion:** Being part of a team satisfies our need to belong.
- **Valuation:** Feeling appreciated meets our need for respect (Ştefan, 2020).
- **Fair Treatment:** Justice in treatment fulfils our need for fairness.

When these needs are met, individuals are motivated, engaged, and have better well-being. They feel fulfilled and are more productive and committed to their work (Ştefan, 2020).

Daniel Pink's Motivation Theory: Pink's theory focuses on what drives people internally: (Nyatepe, 2020).

- **Autonomy:** Feeling included gives employees freedom in their work.
- **Mastery:** Fair treatment allows employees to improve and excel (Nyatepe, 2020).
- **Purpose:** Being part of a valued workplace connects employees to a meaningful goal.

When these motivators are present, employees are motivated, creative, and dedicated to their tasks (Nyatepe, 2020).

Business Benefits

Lower Absenteeism: When employees feel included and valued, they are more likely to be present. They feel connected and motivated.

Greater Commitment: Valuation and fair treatment lead to higher commitment. Employees work harder to achieve success (Nyatepe, 2020).

Innovation: An inclusive environment encourages diverse ideas. When people feel valued, they share solutions and help grow the organization.

In conclusion, creating an environment where employees feel included, valued, and treated fairly is crucial. It improves well-being, motivation, and engagement for individuals, and brings benefits to businesses. Employees are more present, committed, and innovative, making the organization more productive and successful (Nyatepe, 2020). By prioritizing inclusion, valuation, and fairness, organizations build a positive culture where everyone can thrive and contribute effectively toward shared goals.

Q6. (AC 2.2)

Building and Checking Inclusivity in People Practice Initiatives

When addressing issues like low engagement in a workplace, it's important for people professionals to ensure their solutions are inclusive right from the start and to confirm inclusivity throughout the initiative's implementation (Vrontis, 2023).

Building Inclusivity at the Design Stage

1. Involving Everyone:

- **Approach:** Include a diverse group of employees in the planning of the initiative. This ensures different perspectives are considered.
- **Example:** Conduct surveys or hold meetings with employees from various backgrounds to gather their input on how to make the initiative inclusive (Vrontis, 2023).

2. Clear Communication:

- **Approach:** Communicate the initiative's goals and benefits clearly to all employees.

- **Example:** in organisation we can use emails, meetings, and posters to reach employees in different ways and make sure everyone understands the initiative's purpose goal and benefit they will get out of it (Vrontis, 2023).

Checking Inclusivity After Implementation

1. Gathering Feedback:

- **Approach:** Set up regular feedback opportunities to see how well the initiative is working for different groups (Strohmeier, 2020).
- **Example:** In organisations we can use surveys or meetings to get feedback from employees about their experiences with the initiative. It will also help us in analyse the feedback to see if there are any issues that need to be addressed.

2. Using Data to Measure Success:

- **Approach:** organisations can be using data like employee satisfaction scores and diversity metrics to measure how inclusive the initiative is for employees in the company (Strohmeier, 2020).
- **Example:** To see if things are working as per planning organisations can compare data from the initiative like: before and after the initiative to see if there have been improvements in engagement and satisfaction among diverse groups.

Conclusion

By including diverse viewpoints during planning and ensuring clear communication, and by gathering feedback and using data to measure success after implementation, people professionals can create effective workplace initiatives (Strohmeier, 2020). This approach increases employee engagement and satisfaction. It also helps the organization succeed by using the strengths of a diverse workforce. These practices create a workplace where every employee feels valued, respected, and empowered to do their best work.

Q7. (AC 2.3)

In my approach to working inclusively and building positive relationships with others, I focus on respect, kindness, and clear communication.

Respect: I believe in respecting everyone's ideas and backgrounds. I listen carefully to others and value their contributions to our work.

Kindness: Understanding how others feel and seeing things from their perspective is important to me. It helps me support my colleagues and respond to their needs with care.

Clear Communication: I believe in being open and honest when talking with others. I share information openly and listen carefully to make sure everyone feels heard and understood.

Collaboration: I enjoy working with others and think teamwork is essential. I appreciate different viewpoints and like learning from my colleagues.

Continuous Learning: I'm always keen to learn more about inclusivity and how to improve our work environment. I look for chances to grow and develop my skills in creating a supportive and fair workplace.

By following these principles, I aim to create a positive and friendly atmosphere where everyone feels valued and can do their best work. This not only helps us work well together but also makes it easier to achieve our goals as a team.

Q8. (AC 3.1)

The Evolving Role of People Professionals and CPD Implications

The role of people professionals, whether they specialize or cover a range of HR tasks, is changing significantly due to several key trends (Collins, 2022).

Embracing Technology & Analytics: People professionals are increasingly using technology and data to make smart decisions about managing their workforce, from planning to performance. Understanding and using these tools well is now crucial for both specialists and generalists.

Understanding Employees' Life Stages: It's important for today's HR professionals to know where employees are in their careers and personal lives. This helps them offer benefits, training, and support that meet different needs at different stages of life (Collins, 2022).

Changing Mind-set: Rather than just reacting to problems as they come up, HR professionals are now expected to predict and prevent issues. This proactive approach means thinking strategically and aligning HR work with the goals of the organization.

Shifting to Proactive from Reactive: Instead of waiting for problems, HR professionals now plan ahead and prepare for future needs and changes. This proactive stance involves things like planning for the future workforce and creating a workplace that keeps improving (Collins, 2022).

Emphasizing Employer Branding: Building and keeping a good reputation as an employer is vital for attracting and keeping good staff in today's competitive job market. HR professionals now play a big role in shaping and promoting their organization's image to fit what employees want and what the organization stands for.

CPD Implications

Continuing Professional Development (CPD) for HR professionals must now focus on: (Armstrong, 2023).

- **Technical Skills:** Getting better at using HR technology and data to make better decisions.
- **Strategic Thinking:** Learning to plan and make HR work with what the organization wants to do (Armstrong, 2023).
- **Staying Flexible:** Keeping up with changes in employment rules, what's happening in the business world, and new ways of doing things.
- **Communication:** Getting better at telling people about the organization as a good place to work and working well with everyone who has a say (Armstrong, 2023).

By working on these things in CPD, HR professionals can stay important, do good work, and meet the needs of a workplace that's always changing.

Q9. (AC 3.2)

Looking at my answers for Q1 & Q2 and considering feedback from others, I've identified where I excel, where I need improvement, and where I can grow in my role as a people professional.

Strengths: One thing I do well is fostering inclusivity and positive relationships. I prioritize respect, empathy, and clear communication, which helps create a supportive environment where everyone feels valued. Feedback confirms this approach contributes to a collaborative atmosphere.

Weaknesses: being a people professional I think my weakness is “lack of proactive approach while handling issues” because I sometimes focus too much on reacting to immediately current HR issues instead of planning for future. Feedback from my co-worker suggests I could improve in planning and anticipating future challenges and taking a more strategic approach to HR.

Development Needs:

To address this, I recognize the importance of enhancing my strategic thinking and data analysis skills. This would allow me to better predict HR needs, align initiatives with organizational goals, and contribute more proactively to long-term success. Feedback underscores the need to stay updated with HR technology and industry trends.

Strengths	Weaknesses	Development Needs
Fostering inclusivity and positive relationships	Focusing too much on immediate HR issues instead of planning ahead	Enhance strategic thinking: Improve ability to forecast the future challenges, so that I can take a strategic approach to HR tasks and projects.
Prioritizing respect, empathy, and clear communication	Needing to improve in anticipating future challenges	Enhance ability to analyse HR data to forecast needs and align organisational initiatives with organizational goals.
Creating a supportive environment where everyone feels valued	Taking a more strategic approach to HR tasks and projects	Continuously learn about advancements in the market to remain effective and informed regarding any HR practices.

Q10. (AC 3.3)

For my continuous professional development, I've planned a mix of formal and informal activities:

Formal Development Activities:

- 1. Advanced HR Analytics Course:** learning this course will help me to improve my understanding of HR analytics for better decision-making.

Reason: This will help me use data effectively to forecast HR needs and align strategies with organizational goals.

- 2. Leadership Training Program:** taking training of leadership will enhance my strategic thinking and decision-making skills.

Reason: Leadership skills will help me to manage HR initiatives effectively and will also help in contributing to organizational success in the long-run.

Informal Development Activities:

- 1. Mentorship Program:** In informal activities firstly taking a mentorship program to develop my career.

Reason: This program gives practical advice and support to boost my professional skills and handle challenges.

- 2. Reading and Research:** for my development I can make a routine to read industry news and research to stay updated on HR trends.

Reason: This helps me learn more and make better decisions at work.

These activities help me improve in technical skills, leadership, and learning through mentorship because my goal is to grow in my job, contribute effectively to our organization, and create a positive work environment.

Q11. (AC 3.4)

Reflecting on three recent learning activities that changed how I work:

- 1. Leadership Workshop:** Taking part in a leadership workshop helped me understand strategic thinking better. Now, I plan ahead more and make sure HR projects fit with our organization's goals, which has made our team work better.
- 2. Diversity Training Session:** Going to a diversity training session made me more aware of including everyone at work. Now, I make sure we consider different opinions, which has made our team happier and more productive.

3. Professional Networking Event: Being part of a networking event gave me more knowledge about our industry. Now, I look for chances to share ideas with colleagues, which helps me understand HR practices better.

These activities improved how I work as a people professional. They gave me more knowledge and made me a better leader and team player. In the future, I'll keep using what I learned to grow at work and help our organization do better.

Record of learning / CPD activities with reflection

<p>What activity / learning did I undertake?</p> <p><i>These may have been formal or informal, planned or unplanned</i></p>	<p>What did I learn?</p>	<p>What did the learning experience tell me about myself?</p>	<p>How does this learning experience impact my professional practice and the way I'll approach situations in the future?</p>	<p>What do I need to do next for this learning experience to have a wider positive impact (eg on others, my organisation, the sector, the profession, society)?</p>
<p>HR Technology and Data Course (Aug 2024 - Dec 2024) - Formal</p>	<p>Learned how to use HR technology and data effectively</p>	<p>I am capable of understanding and using complex HR tools</p>	<p>It will help me make better decisions in HR</p>	<p>Share knowledge with colleagues and implement data-driven strategies in the organization</p>
<p>Strategic HR Workshop (Jan 2025 - Mar 2025) - Formal</p>	<p>Learned how to plan HR work to match company goals</p>	<p>I have a strategic mindset and can align HR with business objectives</p>	<p>It will help HR support the business more effectively</p>	<p>Use strategic planning skills to contribute to company-wide initiatives</p>
<p>Communication and Branding Seminar (Apr 2025 - Jun 2025) - Formal</p>	<p>Improved communication skills and learned about branding</p>	<p>I can effectively promote the company and communicate clearly</p>	<p>It will strengthen the company's image and improve internal communication</p>	<p>Teach communication techniques to team members and enhance branding efforts</p>
<p>Industry News and Legal Updates</p>	<p>Stayed informed about changes in laws and business trends</p>	<p>I am adaptable and can stay updated with industry changes</p>	<p>It helps me stay flexible and proactive in my role</p>	<p>Share updates with the team and adapt practices to new regulations</p>

(Ongoing) - Informal				
Advanced HR Analytics Course (Sep 2024 - Nov 2024) - Formal	Learned HR analytics for better decision-making	I can analyze data to improve HR practices	It will enhance data-driven decisions in HR	Train colleagues in HR analytics and apply insights to organizational strategies
Leadership Training Program (Jul 2025 - Aug 2025) - Formal	Enhanced strategic thinking and decision-making skills	I have strong leadership abilities	It will help me manage HR initiatives more effectively	Lead by example and mentor others in leadership skills
Mentorship Program (Ongoing) - Informal	Received practical advice and support from a mentor	I benefit from guidance and can handle challenges better	It improves my professional skills and problem-solving	Mentor junior colleagues and share insights from the program
Industry News and Research (Ongoing) - Informal	Stayed updated on HR trends	I am committed to continuous learning	It improves my knowledge and decision-making	Share research findings with the team and apply new trends to our practices

Use this template to help you to structure your reflection on the impact of your learning activities over the last 12 months.

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