**MANAGING AGILE ORGANISATIONS AND PEOPLE**

**Learning Outcome 4: ACTIVITY 6**

**SMALL GROUP ACTIVITY**

## **Assessing needs at the Town Bank**

Consider the following case study:

In support of a relaunched Performance Review Scheme the Town Bank reminds managers of a range of internal tools which can be used to help assess development needs. These include:

1. The Town Bank business plan, vision statement and values

2. Organisational metrics including recent performance data and customer satisfaction survey results/complaints summaries

3. Job descriptions and person specifications for each role

4. Staff training records

The Town Bank has also obtained a number of copies of the National Banking Societies competence framework and qualification frameworks.

As a line manager at the Town Bank, how could you use each of the resources set out in the case study above to help assess your own development needs? Compare your thoughts with those of your fellow learners and agree on how you could sell the benefits of these sources of information to others to help them consider their own development needs.

You have approximately 15-20 minutes for your discussion.