

Examples of good CPD Records: Associate Level

What was the learning experience, and why was it important to you?	I volunteered to be part of a recruitment project for a new store opening, which involved recruiting 200 employees. I was responsible designing a recruitment process for 100 Store Assistants. I completed a short course on stakeholder management to help me with my influencing skills in preparation for it
How has your understanding changed as a result of this experience?	I learnt technical skills on how to conduct competency-based interviews, and how to design questions which meet the requirements of the job description. I observed the Recruitment Manager do a competency-based interview and then she observed me while I led one - this really helped me having the hands-on experience and also having the support in the room in case I made a mistake. From the course, I learnt some key techniques around understanding who my stakeholders are, and how to manage them, and how to identify who the key influencers are as there were lots of people involved. I also learnt how important it was for me to listen to my stakeholders - although I always take their views into account, this helped me to really appreciate how much I can influence their thinking if I understand what they are wanting to achieve. I also learned that experiential learning is good for me - watching, observing and trying it out myself was a brilliant way to learn. Also, taking responsibility for my mistakes - I made a few errors, but I never shied away from what I had done and took a review and learning approach. Finally, I learned that I can do it if I believe in myself! It taught me that I really enjoy working on positive / company growth projects. I have previously been involved in restructures - I have found this quite emotionally challenging at times - but this was a positive project and I thrived on that positivity.
What have you done differently, or what will you do differently, in your work?	I had never done recruitment initiatives before and now I know how to run one from start to finish so the experience has given me skills in resourcing that I never had before. There are a number of new stores opening in the next 12 months so it means that I can be an experienced project member to any future projects. Another thing I will do differently is to create the project plan upfront and get dates in the diary for when shortlisting / interviews / decisions are to be made as not doing this fully delayed my part of the project by about 3 weeks. When we wrapped up the project, the Recruitment manager commented that I was really good at listening to stakeholders and turning those conversations into actions which would meet their needs, and so this is something I am going to take into my other work across the whole HR team, which means that what I do will have a greater impact for my stakeholders.
What difference has this learning made - or what difference do you expect it to make - beyond your own development?	Firstly, I have given feedback to the Recruitment Manager that it was thanks to her supportive mentoring approach that I felt confident to lead the interviews. There were a number of lessons learnt of things that went well and not so well which I am sharing with our nation-wide team next month, so that they can take the lessons learned and use them in their local expansion plans. I have also arranged a meeting with the Comms Team to discuss how we can better use our social media to better sell ourselves and attract more people (this came up in the project review). I got a huge amount out of the stakeholder course, and I am going to share my insights through our HR Community Teams page where we share good practice.

What was the learning experience, and why was it important to you?	Learning from one of my colleagues: they often make quick and determined decision-making, and others agree with them and follow their lead. On a recent call about implementing a new HR system, there was a lot of circular discussion about when the system should be tested and who would be involved in it, with no decisions being made. This colleague - who hadn't said much up to this point - stepped in and decisively stated when and how the test should take place and the decision was agreed upon by all the other people on the call. I've also spoken to them about what they do and how they do it to understand more about how to get other people onside.
How has your understanding changed as a result of this experience?	I've learnt that taking the time to think and consider things and then clearly stating what you think with conviction, rather than joining in with lots of talk which doesn't go anywhere, can help others to come along with you on your line of thinking. I've also noticed how their tone of voice creates a sense of authority and so others just tune in and listen. I've learned that you need the information to back up your decisions, and when this colleague is asked to share their reasoning, they always have it because they've thought it through ahead of the meeting. I often think aloud and on-the-spot which can sometimes make me appear that I am not clear in my thoughts, which is what I saw in the other participants in the call. I have a tendency to talk through my thinking out loud, which is probably fine when it's just with my manager or a colleague, but with a group of people I think it makes me look confused, and like I don't have the right information or thinking. I've realised I need to think through my reasoning and decision making and prepare for larger meetings, to look more professional to others, in order to get them on board with my decisions. I don't think this is something I will find easy because it's not my natural style at all, so it will require quite a lot of work on the way I approach things and how I speak to others.
What have you done differently, or what will you do differently, in your work?	I have put together a short template which I'm going to use in attending larger meetings with people, where I will prepare my thoughts, reasoning and how I came to make decisions, and also include all the data and evidence I have for this. This will help me to feel more confident and appear more decisive to others. I hope this approach will especially help when I am working on projects and need to delegate tasks to others and be clear in what I need from them, and also chasing up on work, so that projects are delivered on time and get tasks completed to the standard needed. I have also been recording myself speaking out loud and practising what I will say. This will help me to sound less 'energetic' and calmer so that I sound more professional in my ideas. I will also use this approach in non-project meetings, such as with my team and my manager, and ask for feedback to see if there's a difference in how they see me.
What difference has this learning made - or what difference do you expect it to make - beyond your own development?	Some of our wider team were on the Teams call, and I will share some feedback with them about how they come across when sharing their thoughts and encourage them to also think about formulating their thoughts before adding to the conversation. I think this will actually help us all have more productive meetings. I'll also talk to the team about when it's best to take things 'offline' so we can go away and consider an issue, and come back to it if a decision can't be made on the call. This will help keep projects to time and tasks to be completed to the standard needed as we'll be clearer in our expectations of each other. I'll also share with the colleague that I look up to let them know that they are a role model for this behaviour, which may encourage them to share their ways of working with others.