Unit 301: Developing opportunities for progression in the culinary industry

# Handout 6: Types and reasons for staff development

**Shadowing**Shadowing is all about an employee observing someone doing a job and then trying to understand how it is done. This is a good, cost-effective training tool in providing a standardised approach that a business undertakes.

**Coaching/demonstrating**An employee who is tasked with coaching/ demonstrating tasks to another, probably new, employee has many roles to fill. This includes demonstrating new skills, assessing and providing feedback, facilitating the training and acting as a role model. A good use of this techniques is when carrying out induction training.

**Mentoring**Mentoring is all about the person who the activity is aims at: the mentee. It is built around a relationship between the two people involved and, in a practical sense, the mentor is there to guide and advise the mentee without giving all the answers.

**Qualifications**The provision of qualifications is an essential tool in the development of chefs in a professional kitchen. This can be seen across the industry, with the focus on the delivery of apprenticeships as a means to upgrade and upskill the workforce. Ideally suited to the employees new to the industry, in recent years it has been adapted to include the whole workforce.

**Reasons for developing staff**

* A workforce that is happy and content, with high morale and good retention figures. Less turnover means less costs associated with finding and training new staff.
* Staff feel valued as they feel the business is investing in them and providing opportunities to develop skills to progress in their careers.
* Productivity is increased and staff effectiveness is increased whilst costs are reduced due to less wastage.
* A highly motivated and trained kitchen will meet, or even exceed, their customers’ expectations, increasing the customer base.
* Increased customers base will increase turnover, which may then increase profits.
* Increased profits may provide more money to keep training, looking for the continuous improvement.