Professional Development Program

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**Introduction**

Leaders and managers always strive their best to ensure that they have brought the best out of themselves and the people they work with. They always want to be effective whenever they guide other employees in making various decisions, getting their daily work done and when negotiating with others. Their aim is to be clear. This problem calls for a need to have a good knowledge of how the inner world works. This can only be achieved if a person’s emotional intelligence has been improved. This study will, therefore, focus on creating a program that will train leaders, managers and other employees on ways that they can be more thoughtful in their lives. The program will provide adequate training to organizational employees on how they can be more aware of their emotions, how they can be more compassionate towards their co-workers, how they can build good and sustainable relationships with others, and how peace and harmony can be easily achieved within the organization. The program will also be aimed at creating an intelligence program that can help the Accredo Health Group achieve five targets within the organization: fostering teamwork, strengthening interpersonal relationships, enhancing communication, increasing the overall performance and benefiting both the managers and the bottom line. An analysis of how each of the aforementioned aspects will be achieved will be provided in detail.

**Fostering teamwork**

According to an earlier study, Accredo Health Group employees do not work as a team. This program is designed to foster teamwork so company leaders will be trained on how to encourage their employees to always work and play together. There are many advantages that can benefit an organization that has employees spending time with each other outside the workplace. This program incorporates several strategies that will ensure that members of the team have opportunities to spend time together outside of work which will make working together seem more enjoyable. It also helps to motivate co-workers during crunch-time. This time of relationship building can lead to the development of open communication, good working ethics, flexibility and even a better understanding of the expectations and roles of each other. To ensure that workplace conflict is minimized, human resources managers are encouraged to ensure that the right professionals have been employed.

**Strengthening interpersonal relationships**

To build strong interpersonal relationships with others, employees must first be interested in each other. They need to be encouraged to express themselves in terms as who they are and what matters most to them. This essentially will involve employees sharing a bit of themselves to others personally. By doing so, employees will be able to connect with others on a more personal level. They should also be encouraged to find commonalities in sports, hobbies and even music. Encourage employees to know the names of their fellow employees and use these names in their conversations with each other. The more one knows about an employee, the more the other employees may know about him or her. This will help eliminate some of the room for misinterpretation and misunderstanding among employees.

The following strategies can also be used to ensure that best practices towards building of strong interpersonal relationships have been built, natured and maintained throughout the company and that there is an increase in credibility, trust has been built and things are done in the right manner; attending departmental divisions and meetings of other units of the business, attending social events of the organization, and acknowledging the feelings of others. Being genuinely interested in others, getting to know more about other employees by spending time together during the coffee breaks or even during lunch or after hours, will lead towards better understanding of a co-workers communication style and how that style can be accommodated by others.

The ability to build a strong interpersonal relationship with other employees is very critical to the success of any organization. Accredo Health Group has failed in various areas due to the absence of good interpersonal relationships. Much of the cause of this failure is due to poor communication within the organization, Improvements in this areas will help improve company credibility.

**Enhancing communication**

According to an earlier assessment of the Accredo Health Group, it is clear that management of the organization needs to input some strategies that will ensure effective communication throughout the organization. This program will include an employee training program to share ways of communicating with some degree of emotion. This well-planned communication training will ensure that employees are taught how to set an appropriate emotional tone. The program will involve a three-step processes that employees will go through to develop the skill in emotional communication.

Step one will be to train employees on determining their communication objective. This is necessary so that employees are clear about what they are trying to achieve, which is communication that is precise and focused. The second step will involve employees learning to understand their own emotions so that they understand how to reframe the messages they send out to their audience. The goal here is to make sure that employees learn to avoid projecting their emotions on the recipient during communication.

A third step will involves encouraging employees to communicate in a manner that takes into account where they are and what time the communication is taking place. Sensitive communications should always be personally delivered, and delivered in private. This step will also focus on the emotional reaction of a recipient. The Accredo Health Group will definitely benefit from providing effective training in the area of communication.

**Increasing overall performance**

This emotional intelligence program will create a better human connection between the various business partners of Accredo Health Group. Connections will also be enhanced with customers and other stakeholders. Employees of the organization will receive some training on effective production. Purchasing improved technology will be recommended as a means to increasing employee performance.

It is quite clear that the current performance level in various departments is extremely low. After much discussion with existing staff, it appears that poor performance is directly correlated with poor communication and the absence of interpersonal relationships and teamwork. This program will implement various ways to correct these issues and improve the company’s performance and place in the marketplace. Improved performance will be anticipated by all members of the Accredo Health Group.

**Benefiting both the managers and the bottom line**

The proposed emotional intelligence program has huge benefits for both the managers and the bottom line employees. The result of the program will be employees who are self-driven, who are able to peaceably co-exist within the organization. There will also be better problem-solving strategies utilized by employees as a team. Supervisors will find that they will be spending less time giving directions, allowing for more time to teach and train. Bottom line employees, on the other hand, will benefit by having a better understanding of their co-workers and they will experience improved morale because they will now be working as a team rather than as an individual person.

**EI and motivation**

Motivation will help push employees and managers toward achieving goals, feeling more fulfilled and improving their overall quality. The first EI building block that will help with job satisfaction is an employee’s IQ, which will help an employee become more knowledgeable and reach their full potential. If the employee enjoys what they do, they tend to be more motivated and work much harder, yielding high-quality results. Motivation at Accredo will be encouraged with the use of some external factors including positive reinforcers such as merit promotions, bonus checks, and time off.

**EI and Social Skills and decision making**

This program will foster various social skills by encouraging employees to spend some time together outside the workplace, eating together and working on projects as a group. Decision making on the other will be enhanced by involving all employees in many of the decisions under- taken by the organization. This will ensure that employees feel that they are a significant part of the organization.

**Effective teams**

Attributes of effective teams to be emphasized by this program includes communicating with each other, focusing on goals, offering support to each other, having fun and being organized. To achieve successful teamwork, strategies will be used such as departmental and division and meetings, planned organizational social events, and continued acknowledgement of the feelings of others.

**Reward systems**

Employees will be rewarded with both tangible and intangible rewards. Those employees exhibiting continued quality work will consistently receive praise for the good work they are producing. In addition to verbal praise, employees will be rewarded for quality work in the form of promotions, additional time off, and periodic bonus checks.

**Conclusion**

The main reason why there have been numerous complaints from the public about the Accredo Health Group organization is due to employees failing to interact with customers in an emotional way. Developing this emotional Intelligence program will help both managers and bottom line employees in their performance of job responsibilities and interactions. The levels of services provided have been both low and slow. Much of the cause was due to the lack of personal awareness, personal management, and employee relationships within the facility. A program has been proposed that should not only solves the existing issues, will also encourage employees to be more empathetic, honest and work together as a member of the Accredo Health Group.

**References**

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