



THE TIMES 100

BUSINESS CASE STUDIES

Workforce planning lesson suggestions & activities (British Gas)

Learning outcomes

Students should...

- Know the components of workforce plans (AO1) and analyse and discuss the significance of workforce planning (AO3/4)
- Understand how to implement workforce plans (AO1)
- Assess the internal and external influences on workforce plans (AO1) for given businesses (AO2) and analyse the impact these influences might have (AO3)

Starter activities

- **British Gas word search** of the key terms
- **Matching activity** . students match job roles with the skills that workers are likely to need to fulfil those roles (*resource attached*)

Delivery ideas

- Use the **workforce planning PowerPoint** to introduce the topic and apply theory in the context of a well known organisation . British Gas
- Recruitment questionnaire - In addition to their engineering skills, British Gas engineers must be able to show some aptitude for customer service, such as being able to listen to customers and understand their requirements.+ As part of the recruitment process, British Gas applicants must complete a value based questionnaire where they respond to a series of questions about attitudes to work. (See recruitment section of case study). Using the **British Gas case study** to help you identify the kind of values and attitudes required, draw up a questionnaire that could be used by British Gas to assess whether applicants would be suitable. Include 20 questions or statements in your questionnaire.
- **Workforce planning worksheet** (*resource attached*)

Plenary activities

- Mini-plenary . **Q&A**. Carry out a quick Q&A session to check understanding. If a no-hands policy is being adopted, students names can be written on lolly sticks and drawn out of a jar at random to answer the questions.
- **Summary circle** . students identify the key points learned from the session. They divide a circle into that number of segments and add a point into each of the segments. Colours and images may be used to aid recall (*resource attached*).



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Workforce planning matching activity

Match the following job roles to the skills, qualities or experience that would be required to complete the role effectively.

Graphic designer	Able to produce accurate typed documents on a word processor at 40wpm and to set time scales
Secretary	The ability to understand complex financial information and manipulate complex data
Mechanic	Able to extract information from a customer and translate into a repair
Teacher	Able to work creatively to a clients brief and within time and budget constraints
Doctor	The ability to demonstrate empathy and sensitivity when dealing with patients
Accountant	Have experience of working in corporate entertainment
Waiter	Be able to create a happy, challenging and effective learning environment.



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Workforce planning worksheet – British Gas

What's in it for me?

I am learning...

- the process and importance of workforce planning
- the stages of workforce planning
- the influences on workforce plans

I am developing my skills as...

- A *self manager* by organising my time and resources effectively
- A *reflective learner* by dealing positively with praise or criticism when my work is assessed

Task 1

Read the **British Gas case study**. Use the glossaries to help you learn the relevant terms and definitions.

Task 2

1. Define workforce planning

2. Explain the stages in the implementation of workforce planning



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Task 3

1. Complete the table below to show the impacts on both labour supply and labour demand at British Gas

Factors influence the supply of labour at British Gas	Factors influencing the demand for labour at British Gas



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Summary circle

- Identify the key points you have learned about workforce planning.
- Divide the circle below into the same number of segments as the points you have identified.
- Add one point to each segment. Use colour and add images to help you memorise the information.

