

Investors in People (IiP)



SUMMARY

Investors in People (IiP) is a UK standard that aims to improve business performance and competitiveness through a planned approach to the setting and communication of business objectives and development of people to meet these objectives. A number of tourism businesses have found it helps them establish good employment practices and that it has saved them money in the long term.

Investors in People (IiP) is a UK Standard that sets out a level of good practice for training and development of people to achieve business goals. It was developed in the early 1990s by the National Training Task Force in partnership with leading national businesses, personnel, professional and employee organisations, such as the Confederation of British Industry (CBI), Trades Union Congress (TUC) and the Institute of Personnel and Development (IPD). The work was supported by the Employment Department. The experiences of the UK's most successful organisations, large and small, representing all sectors of the UK economy, were very positive.

IiP provides a national framework for improving business performance and competitiveness, through a planned approach to setting and communicating business objectives and developing people to meet these objectives. The result is that what people can and are motivated to do matches what the organisation needs them to do. IiP is cyclical and engenders a culture of continuous improvement.

The IiP Standard is based on four key principles:

- Commitment to invest in people to achieve business goals
- Planning how skills, individuals and teams are to be developed to achieve these goals
- Action to develop and use necessary skills in a well defined and continuing programme directly tied to business objectives
- Evaluating outcomes of training and development for individuals' progress towards goals, the value achieved and future needs.

Many tourism businesses have found the Investors in People standard very helpful in establishing good employment practices. Although it perhaps had a reputation for being paperwork heavy and best for large companies in the past, substantial changes have been made and businesses with as few as five staff have found it genuinely beneficial and have found that it has helped save them time and money in the long run!

For tourism businesses that have an effective communication structure in place, the IiP standard has provided external recognition of their good practices and helped them to maintain and improve those systems.

For businesses that had no formal structure in place, working with IiP consultants can help them develop processes that have proved very beneficial to their business and establish a system to work to with the added benefit of an externally recognized award.



KEY POINTS

- IiP is a UK Standard
- IiP helps businesses improve business performance and competitiveness
- IiP provides a planned approach to setting and communicating business objectives
- IiP can help tourism businesses establish good employment practices
- IiP can save your business money in the long term.

WHO DO *i* ASK ?

More detailed information on liP can be obtained from www.iipuk.co.uk.