



DEVELOPING RELATIONSHIPS AND WORKPLACE ACHIEVEMENTS

BMSW_5102

Training and Development needs for a HR officer



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LUCA ORENO
1906225
Lecturer Modak Koushik

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1.0 Introduction



Developing Relationships and Workplace Achievements

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Training and Development needs for
an HR Officer

Luca Oreno 1906225

Lecturer Modak Koushik

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1.1 Table of Content



Table of Content

- ☐ *Key expectations of HR Officer roles*
- ☐ *HRM at Vinoteca Ltd*
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- ☐ *Training and Development*
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- ☐ *References*



Speakers note Slide 02:

The main task of HRM is to manage the human being also on the business aspect. There is a difference between staff management and business, in the former case a unique skill is required. (Connect, 2019)

Below I have outlined what I consider essential to any HR employee and the two skills that are most important to me.

1.2 Key expectations of HR Officer roles



Key Expectations of HR Officer roles

- Working closely with various department
- Recruiting Staff (*BBC, 2020*)
- Promoting Equality and Diversity
- Problem Solving
- Developing HR Strategies
- Dealing with disciplinary procedures
- Analysing Training needs for employees (*Morrison, 2019*)
- Managing Payroll



Speaker Note Slide 03:

One of the two points vital for me in human resources is the recruiting, the process of research and selection of personnel. The HR Manager confronts the top management of the company (CEO, directors, and high-level managers) to define the company's development needs and the need for new employees. He therefore deals, either personally or by entrusting the recruitment process to recruiters: drafting and publication of job vacancies, planning out a job analysis, job description, advertise the job, CV screening, assessment centre and job interviews. (BBC, 2020)

The other vital task is the analysis of training needs, it is the process by which a company identifies the training and development needs of its internal resources and constitutes the first step to achieve successful training interventions. But not only. The detection of training needs allows to reflect on the company's work and learn more about the company and the sector in which it operates. For these reasons, an effective needs analysis must take into consideration not only the set of skills, abilities and knowledge of the collaborators involved, but also the internal and external context of the company, as well as the system of mutual expectations between company and resources that compose it. After sets out the team, the HRM will be able to see if there is present any gap. (Morrison, 2019)

1.3 HRM at Vinoteca Ltd

HR MANAGEMENT

VINOTECA LTD

Employee Motivation at Vinoteca Ltd applying the Maslow's Theory



SAFETY needs: protection, peace of mind, predictability, suppression of worries and anxieties, etc. They must guarantee the individual protection and tranquillity



The needs of BELONGING: to be loved and to love, to be part of a group, to cooperate, to participate, etc.



The needs of ESTIMATE: to be respected, approved, recognized, etc. The individual wants to feel competent and productive



The needs of AUTOREALIZATION: realizing one's identity based on expectations and potential, occupying a social role, etc.

(McLeod, 2020)

Speakers Note Slide 04:

Motivation is fundamental for workers and it depends on personal skills and values. In 1954 the psychologist Abraham Maslow developed a motivational model of human development, this model was built on a "hierarchy of needs", and in a hierarchical way they were ordered these "needs", the main purpose of this model is to bring out higher-order needs by working on worker satisfaction, currently this theory is used by the human resources office of Vinoteca Ltd. (McLeod, 2020)

1.4 KSB required by HR Officer roles

KSB REQUIRED BY HR OFFICER ROLES

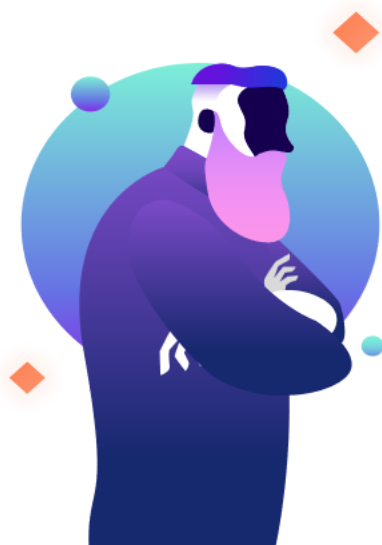
At Vinoteca Ltd



Speakers Note Slide 05:

- Excellent communication skills are vital for any HR professional. In fact, almost every activity he carries out requires clear, concise, and effective communication.
- Planning and organization skills should be reflected in everything he does both within and outside the company. The way the office is organized, the arrangement of files and documents, time management skills and personal efficiency. (Samwel, 2018)
- Negotiation is an almost obvious quality for an HR employee. He could in fact find himself negotiating in many ways: agreeing on salaries and benefits during the selection phase, negotiating changes with unions, resolving conflicts between colleagues, making decisions on job cuts etc. (STAFF, 2019)
- Regarding interpersonal skills, those who work in Human Resources are expected to demonstrate courtesy, diplomacy, understanding, affability, concern, and kindness towards others, while trying to respect the canons of business ethics. Part of interpersonal skills is also building a good relationship with staff members. This includes successfully dealing with problematic, closed, or unstable individuals, and having a high level of tolerance towards people with different backgrounds and ideas. (Linton, 2014)
- Thinking outside the box should be the norm. In this way, when a traditional approach is judged unsuitable, insufficient, or impracticable, they will not lose heart but will seek an alternative solution. (news, 2018)

1.5 My Personal Career and goals



My Personal Career and goals

- ***I am a Restaurant Manager***
- ***Already applied for an Internship in Vinoteca's HR Department***
- ***Start date 1st September 2021***
- ***The reason of the achievement the bachelor degree is due to my passion for HR***
- ***My expectation earnings will be around 80.000£ yearly***
- ***The position I would like to fit in the future is: Human Resource Manager***

Speakers Note Slide 06:

I am currently a Restaurant Manager and I have the primary task of importing wines from all over the world, collaborating as HR Officer in the human resources department gives me the opportunity to add experience and knowledge and prepares me for a future internship with Vinoteca Ltd next September. From an early age I have always been fascinated by the field of HR, and in the future, I expect to continue to succeed in this career by expanding my earnings and aspiring to the position that I believe excites me most, Human Resources Manager.

1.6 Personal Skill Audit

PERSONAL SKILL AUDIT			LUCA ORENO		
PLAN	EVALUATION	REALISTIC	STATUS	TIME REQUIREMENT	PROGRESSION
Communication Skills	Through internship and reading HR articles	Yes	A must in the HR domain	10-12 months	Ongoing
Interpersonal Skills	Planning to make more practice in HR department	Yes	Important for solving HR related issues.	12 months	Start in September 2021
Negotiations Skills	Important process to go through, learning from my HR Manager	High possibility	Vital for the company and employees	12 months	Start in September 2021
Planning and Organizational Skills	Monitoring progressions and results	Yes, strong attitude in reading HR books and learning techniques and strategies	Highly important	12 months	Ongoing
Thinking outside the box	Be able to adapt tradition to alternative solutions	Yes	Important but not urgent	No time required	In Progress

Personal Skill Audit



See Appendix

Speakers Note Slide 07:

In an ideal world, where work abounds, "The choice of a profession is an expression of personality". These are the words of the American psychologist and Emeritus Professor of Sociology at John Hopkins University, John L. Holland. His is the so-called Holland Codes or Holland Occupational Themes theory: the theory of the choice of profession based on the 6 types of personality: Realistic, Investigative, Artistic, Social, Enterprising, Conventional. (Dunkelman, 2020) In accordance with this theory and based on my personal audit skills, I can confirm that I have a Social personality, that is:

- I am attracted to activities in which I can help someone, I am inclined to teach, advise, assist, or provide information.
- I generally avoid practical activities, where it is required to use tools.
- I consider myself a reliable and friendly person.

1.7 Training and Development: Personal Model



Potential advantages of Vinoteca Ltd having me as HR Officer: Training and Development



Speakers Note Slide 08:

The benefits that Vinoteca Ltd will gain by hiring me as HRM in the future will be given following this training and development model created by me with the help of the ASK concept, which is characterized by attitudes, knowledge, and skills. In accordance with this method, it is necessary to say that a good coach must be able to ask questions, to generate curiosity and with the help of mentoring, the worker will be guided step by step in achieving his goals. Furthermore, positive attitudes, commitments and hard work are the result of a successful job and according to my plan the employee can take advantage of field trips, continuing to increase his knowledge in the field. Based on the concept of ASK, attitude is the most critical part with respect to skills, and that is why in my plan there are group sessions, with the sole aim of maintaining a positive and cohesive attitude with the team. (Bakarman, 2005)

1.8 Conclusion



Thank You

Luca Oreno HR Officer at Vinoteca Ltd

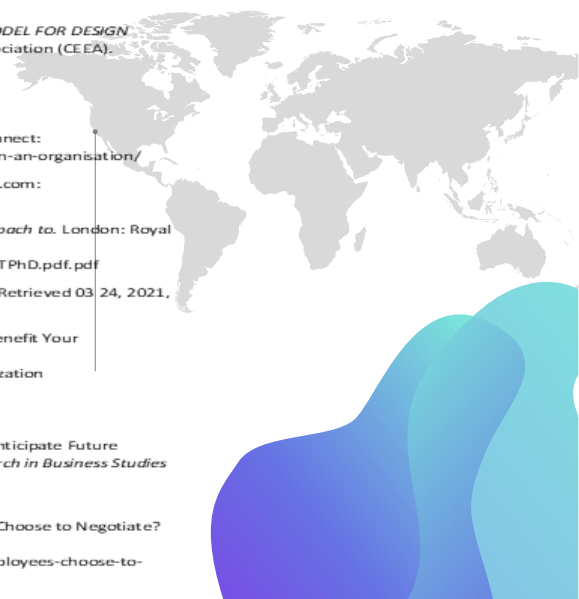
In conclusion, I can say that the experience, which I am still continuing, as HR Officer is a path of educational growth and stimulating professional and in continuous development, like every module that integrates with the system I have dealt with and linked to the continuous and new requests of companies to improve their HR systems; my goal is therefore to always be ready to respond professionally to every need and to face every situation in a productive way.

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Appendix

Appendix A

Key expectations of HR Officer Roles

As a human resources (HR) officer you will develop, advise on and implement policies relating to the effective use of staff in an organisation. In the role your aim is to ensure that the organisation that you work for employs the right balance of staff in terms of skill and experience, and that training and development opportunities are available to colleagues to enhance their performance and achieve the company's business aims.

HR departments are expected to add value to the organisation they support. The exact nature of the work varies according to the organisation, but is likely to include:

- ☐ working closely with various departments, increasingly in a consultancy role, assisting line managers to understand and implement policies and procedures.
- ☐ promoting equality and diversity as part of the culture of the organisation.
- ☐ liaising with a range of people involved in policy areas such as staff performance and health and safety.
- ☐ recruiting staff, which involves developing job descriptions and person specifications, preparing job adverts, checking application forms, shortlisting, interviewing, and selecting candidates.
- ☐ developing and implementing policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures, and absence management.
- ☐ preparing staff handbooks.
- ☐ advising on pay and other remuneration issues, including promotion and benefits; ☐ undertaking regular salary reviews.
- ☐ negotiating with staff and their representatives (for example, trade union officials) on issues relating to pay and conditions.
- ☐ administering payroll and maintaining employee records; ☐ interpreting and advising on employment law.
- ☐ dealing with grievances and implementing disciplinary procedures.
- ☐ developing HR planning strategies, which consider immediate and long-term staff requirements; ☐ planning and sometimes delivering training - including inductions for new staff.
- ☐ analysing training needs in conjunction with departmental managers.

Self-Assessment Plan



Name Luca Oreno

Job role: Restaurant Manager

Please tick as appropriate to indicate how you would rate your skills in relation to the following work / functional areas.

	Very good	Good	Adequate	Little or no experience
Information Technology				
Use Microsoft Office Word	☒	☐	☐	☐
Use Excel spreadsheet	☐	☐	☒	☐
Use a Database	☐	☐	☒	☐
Use specialist HR software	☐	☐	☐	☒
Use the internet	☒	☐	☐	☐
Use e-mail	☒	☐	☐	☐
Use PowerPoint	☐	☒	☐	☐
	Very good	Good	Adequate	Little or no experience
Communication Skills				
Communicate effectively	☒	☐	☐	☐
Listen to others	☒	☐	☐	☐
Work with others	☒	☐	☐	☐
Manage others	☒	☐	☐	☐
Deal with conflict	☒	☐	☐	☐
Deal with complaints	☒	☐	☐	☐
Deal with difficult people	☒	☐	☐	☐
Deal with pressure	☒	☐	☐	☐
Deal with change	☒	☐	☐	☐
Deal with uncertainty	☒	☐	☐	☐
Deal with risk	☒	☐	☐	☐
Deal with ambiguity	☒	☐	☐	☐
Deal with complexity	☒	☐	☐	☐
Deal with diversity	☒	☐	☐	☐
Deal with innovation	☒	☐	☐	☐
Deal with creativity	☒	☐	☐	☐
Deal with imagination	☒	☐	☐	☐
Deal with imagination	☒	☐	☐	☐

	Very good	Good	Adequate	Little or no experience
Problem solving skills				
Make good use of verbal reasoning skills, able to handle complex data and make selective use of information				
Explore more than one solution in order to solve a problem				
Consider the ideas of others to help solve problems				
Supervisory Management				
How much experience have you had in your role?	☐ < 1 month	1-3 months	> 3 months	
How many people have you managed at any one time?	☐ None	1-5	Above 5	

I declare that the information given in this form is true	
Signed	Luca Oreno
Date	02/04/2021