

## **Developing Relationships and Workplace Achievements**

### **Training and Development Needs for an HR Officer at Hilton**

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**Conrad Hilton opened the first hotel to bear  
the Hilton name in 1925.**



- Over 6000 properties
- 117 Countries
- More than 950,000 rooms
- 159,000 employees

## Knowledge expected of HR Professionals



Labour laws and  
regulations as Equality  
Act 2010



Cultural awareness and  
sensitivity



Performance  
management

## Skills required for HR Professionals



COMMUNICATION  
SKILLS



ADMINISTRATIVE  
EXPERTISE



RECRUITMENT  
AND SELECTION



COACHING

## Behaviours expected of HR Professionals



Curiosity



Collaborative



Transparency and  
trustworthiness



Solutions  
oriented

## Personal S.W.O.T. analysis

| Strengths                             | Weaknesses                                                     |
|---------------------------------------|----------------------------------------------------------------|
| Can work under pressure and deadlines | Shy talking in front of public                                 |
| Very motivated                        | Fresher in the industry                                        |
| Good listener                         | Emotional                                                      |
| Opportunities                         | Threats                                                        |
| Better career options                 | Competition from others with same qualification and experience |

## Personal training and development needs

Microsoft  
365

Specialist in  
HR software

Improving  
English

## Benefits Of Employee Training And Development In The Workplace



INCREASED  
EFFICIENCY AND  
PRODUCTIVITY



DEVELOPMENT OF  
FUTURE LEADERS



HELPS MAINTAIN  
SKILL AND  
KNOWLEDGE



UP-TO-DATE AND  
IMPROVED  
TECHNOLOGIES

## Benefits of training and development plan for HR Officer



**Skill  
Enhancement**



**Career  
Advancement**



**Increased  
Productivity**



**Adaptability**

## Conclusion

- In conclusion, the HR function is unquestionably essential to the success of every organisation. An organization's backbone is built up of human resources professionals who are responsible for recruiting, training, and maintaining a talented and motivated workforce.

## References

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## Appendix B

### Strengths

Can work under pressure/deadlines.  
Very motivated  
Good listener

### Weaknesses

Shy talking in front of public  
Fresher in the industry  
Emotional

### Opportunities

Better career options

### Threats

Competition from others with same  
qualification and experience

## Appendix C

### Personal Skills Audit

**Name:** Atanas Radev

**Job role:** Human Resource  
Officer

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 Exp. |
|-------------------------------|-----------|------|----------|-------------------|
| <b>Information Technology</b> |           |      |          |                   |
| Use Microsoft Office Word     |           | ✓    |          |                   |
| Use Excel spreadsheet         |           | ✓    |          |                   |
| Use a Database                |           | ✓    |          |                   |
| Use specialistHR software     |           |      | ✓        |                   |
| Use the internet              | ✓         |      |          |                   |
| Use e-mail                    | ✓         |      |          |                   |
| Use PowerPoint                |           | ✓    |          |                   |

|                                       | Very good | Good | Adequate | Little or no Exp. |
|---------------------------------------|-----------|------|----------|-------------------|
| <b>Communication Skills</b>           |           |      |          |                   |
| Drafting contracts of employment      |           | ✓    |          |                   |
| Taking notes of disciplinary hearings |           | ✓    |          |                   |
| Write reports                         |           | ✓    |          |                   |

|                                                                                                            |                  |             |                 |                          |
|------------------------------------------------------------------------------------------------------------|------------------|-------------|-----------------|--------------------------|
| Produce material to support presentations                                                                  |                  | ✓           |                 |                          |
| Delivering a training session                                                                              |                  | ✓           |                 |                          |
| Resolving disputes/complaints                                                                              |                  | ✓           |                 |                          |
| Interviewing                                                                                               | ✓                |             |                 |                          |
| Advising on HR issues                                                                                      | ✓                |             |                 |                          |
|                                                                                                            | <b>Very good</b> | <b>Good</b> | <b>Adequate</b> | <b>Little or no Exp.</b> |
| <b>Problem solving skills</b>                                                                              |                  |             |                 |                          |
| 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                                                 |                  | ✓           |                 |                          |