

TRAINING AND DEVELOPMENT NEEDS FOR AN HR OFFICER

**Developing Relationships and Workplace
Achievements**

BMSW 5102-A1

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Introduction

- Tesco is the biggest multinational groceries and in ranking it is the third-largest retail shop in the world and for revenue purposes, it is the ninth-largest retail shop.
- Tesco was funded in 1919 by Jack Cohen
- The headquarters are in Welwyn Garden City.
- At first, Tesco only sold food in its stores, but in the 1990s it began to sell other things like mobile phones, DVDs and videos, clothing, and books. It now also operates petrol stations, banks, and is an Internet service provider in the UK since 2012.
- The organization employs approximately 450,000



Knowledge, Skills, and Behavior

Following this research, HR executives throughout the world may evaluate how they stack up against the five criteria listed below and how they can work to enhance their performance and have an impact on the bottom line (Yusoff et al., 2018).

- **Good communicator**
- **Able to read people**
- **Good listener**
- **Empathy**
- **Commercial awareness**

KSB required of an HR manager

- **Recruiting staff**

- Tesco is very much cautious about selecting the right employees for their organization (Karen, 1993).
- Creating job descriptions and person specifications, creating job advertisements, reviewing application materials, shortlisting, interviewing, and choosing candidates are all steps in the hiring process.

Promoting equality and diversity

- To guarantee an inclusive work environment, one where "diversity" never poses a barrier to employment or career advancement.
- Team training on communications skills, conflict management, and diversity and equity can also help build trust amongst employees and reduce time lost to misunderstandings and conflict.

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Health and safety.

- Protects workers from injury and illness by making sure they are given the right PPE, tools needed for the job and very good working environment.

KSB required of an HR manager

Providing employee Induction and training

- To increase organizational culture, employee productivity, and employee performance.

Advising on pay and other remuneration issues, including promotion and benefits

- providing advice on matters relating to pay and other compensation, such as benefits and promotions, and conducting frequent salary reviews
- administering payroll and maintaining employee records; interpreting and advising on employment law.

Staff enquiries & complaints

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- When an employee has a complaint or an enquire, both the managent and the HR need to look for a solution which is fair, reasonable and practical

6 Training and Development

- Training and development expenses have a direct impact on employee satisfaction and well-being (Ellis, 2018).
- Training and development may help minimize the number of employees who leave their jobs as a high turnover is a big question mark for management
- Product and strategy innovation may be boosted through the use of new technology and processes.

Potential benefits to the Organisation

- **Productivity** is essential for profitability. And offering employee training is one of the most straightforward ways organizations can increase their outputs.
- Learning how to use new technologies or tools, ranging from scheduling apps to artificial intelligence, can significantly cut the time it takes to perform everyday tasks.
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- Certify of operational effectiveness: Tesco's operational effectiveness is ensured through a good initial training program that allows employees to understand their roles in achieving organizational goals.
- When employees are up to date on the latest business knowledge and technology and teams possess the skills they need to succeed, they are prepared to pivot. In today's rapidly changing environment, companies need to adapt to new challenges and customer demands

- Poor management is one of the biggest drags on a company's bottom line. Training managers to communicate effectively, develop their employees, think strategically, and react to challenges with flexibility can drastically increase both team performance and employee satisfaction.
- "Train people well enough so they can leave, treat them well enough so they don't want to" (Sir Richard Branson)

SWOT Analysis

Strengths

- Strong Communication and Interpersonal Skills
- Good time management
- Good in using different PC software required for tasks
- Can work under pressure and deadlines

Weaknesses

Being an perfectionist overlooking every aspect in detail which generates an extensive time to complete the task

Lack of experience in HR field

Opportunities

- High demand of HR officers, as the commerce environment rapidly changes
- Huge career options
- Can learn corporate and business ethics

Threats

- High and continuous competition from other professionals in the same field
- Job uncertainty
- Policies and regulations changing constantly, hard to keep myself on top

Conclusion

- One of the key responsibilities of an HR manager is to provide information to legislators regarding topics such as employee productivity and health and safety. In addition to defining job descriptions and person requirements, publishing job advertising, and interviewing individuals, hiring new staff is a critical activity. In addition, HR professionals are responsible for formulating and implementing policies on matters like working conditions, performance management, equal opportunity, disciplinary procedures, and absence management. As part of the Employee Handbook, they give written guidance on salary issues, such as increases and benefits. Payroll and human records management are also part of the job (Younger et al., 2011). Clients' employment-related legal difficulties and grievances are handled by him. Corrective action plans are also implemented by him. Long and short-term human resources planning, as well as organizing and sometimes delivering training, such as inductions of new workers, is a significant priority for an HR manager. He also monitors the department managers' efforts to identify training needs.



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Appendix – Skill Audit

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Name: Adrian Petrea
Job role: Human Resources

	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
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Communication Skills				
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	√			

	Very good	Good	Adequate	Little or no experience
Problem-solving skills				
Make good use of verbal reasoning skills, able to handle	√			