

“Training and Development needs for a HR officer”

BA (Hons) Leadership and Management Skills for the Workplace

Module: Developing Relationships and Workplace Achievements

Module code: BMSW 5102

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HUMAN RESOURCES OFFICER

MAIN OBJECTIVE OF AN HR OFFICER (Agcas, 2020):

- Ensure the company employs the right skills and experience of the employees
- Training and development are accessible to colleagues
- Improve performance and growth
- Succeed on company's business aims

AREAS INVOLVED(Agcas, 2020)

- Conditions of employment
- Equality and diversity
- Negotiation with external work-related agencies
- Pay and rewards
- Recruitment and retention
- Working practices.



RESPONSIBILITIES

The job role of an HR may be different depending on the industry they work in and the company they work for (*University, 2019*).

- Work with various departments,
 - Consultancy role
 - Assist managers to understand and implement policies and procedures.
 - Promoting equality and diversity
 - Staff performance
 - Health and safety.
 - Developing job descriptions and person specifications,
- 



RESPONSIBILITIES

- Preparing job advertisements
 - Checking application forms
 - Shortlisting, interviewing, and selecting candidates.
 - Developing and implementing policies management.
 - Advising on pay :remuneration issues, promotion and benefits; salary reviews.
 - Administering payroll, employee record
 - Dealing with grievances and implementing disciplinary procedures.
 - Developing HR planning strategies,
 - Plan training and inductions for new staff.
 - Analyzing training needs in conjunction with departmental managers.
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KNOWLEDGE, SKILLS AND BEHAVIORS



Generally, managing knowledge are designed to enhance work productivity and innovation capacity in businesses (*Venkitachalam & Willmott 2017*).



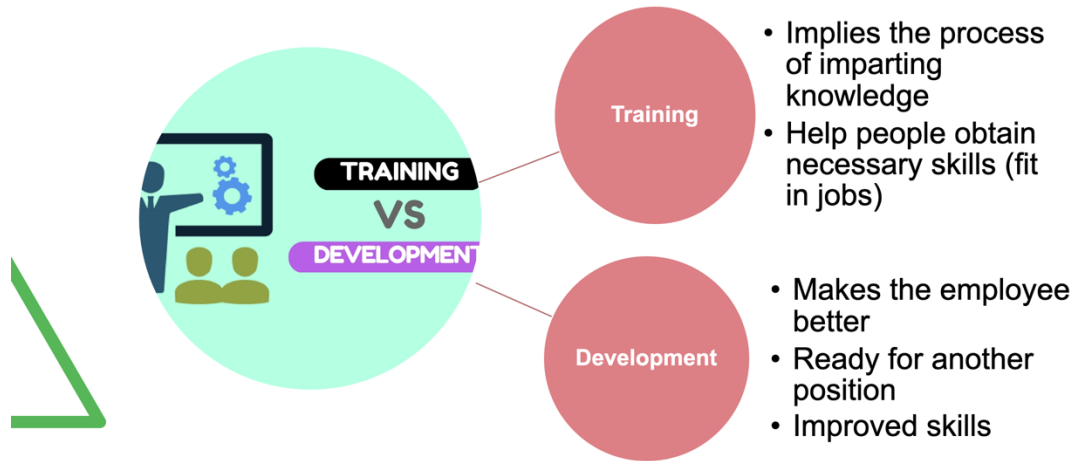
There is no full list of skills that will solve the business problems, those skills are flexible, adaptable and evolving (*Sapovadia, 2020*):

- Critical thinking
- Creativity
- Collaboration with stakeholders
- Communication
- Information literacy
- Flexibility
- Leadership
- Self-initiative
- Productivity;(Economic, Social, Environmental)
- Social skills
- Problem solving
- Dynamism
- Adaptability
- Learn, de-learn, re-learn
- Social responsibility and ethics

TRAINING AND DEVELOPMENT (*Rastogi, 2019*).

- Training is important for many organizations
- Main objective: improve the performance of employees.
- Offered to staffs in different ways
- Experimenting learning
- Sharing knowledge and experience
- Considered to enhance strategic skills

TRAINING VS DEVELOPMENT *(Salah, 2016)*



TRAINING DESIGN PROCESS

Systematic training program
(Noe and Kodwani 2018)



TRAINING DESIGN PROCESS

Systematic training program (Noe and Kodwani 2018)

Step 4

Ensuring transfer of training: Self management, Peer and Manager support

Step 5

Developing evaluation plan: Identify learning outcomes, Choose evaluation designs and Plan cost-Benefit Analysis

Step 6

Select training method: Traditional or eLearning

Step 7

Monitoring and Evaluating the program: Conduct evaluation and Makes changes to improve the program

INDIVIDUAL BENEFITS FROM TRAINING AND DEVELOPMENT PROGRAM

Increase productivity

Less supervision

Reduction of errors and accidents

Talent pool

Team spirit

Skills Development

Optimum resource utilization

ORGANIZATIONAL BENEFITS FROM TRAINING AND DEVELOPMENT PROGRAM



Continuous Improvement



Increased communication



Employee development



Product and service enhancement



Increased profits

The main objective of a Hr officer is to secure the company employs the right skills and experience of the employees, and that training and development are accessible to teammates to improve abilities and succeed on business goals. The areas that are involved: employment conditions, diversity and equality, negotiations, payroll, bonuses, recruiting, retention, and work practices (Agcas, 2020).

The job role of an HR may be different depending on the sector they work in and the company they are employed for. Small number of companies only employs one HR representative to do all in one task and some are concentrated in one department. (University, 2019)

Generally, managing knowledge are designed to enhance work productivity and innovation capacity in businesses (Venkitachalam and Willmott 2017).

Human resource management are supposed to act as a set of roles that leads to commit to better flexibility and better capacity for any adjustment than can occur in an organization. Therefore, the responsibility of processing knowledge and the learning of the organization are given to them, with the aim of fulfilling the strategic goals. (Figueiredo et al 2016)

HR segments are expected to add value and support the workplace that they work for. Appropriate, knowledge, skills, and behaviours are required to fulfil the responsibilities across the departments.

These skills can enhance the staff's performance, that will benefit the area of job retention and growth. There is no full list of skills that will solve the business problems, those skills are flexible, adaptable and evolving: Critical thinking, Creativity, Collaboration with stakeholders, Communication, Information literacy, Flexibility, Leadership, Self-initiative, Productivity;(Economic, Social, Environmental), Social skills, Problem solving, Dynamism, Adaptability, Learn, de-learn, re-learn, Social responsibility and ethics (Sapovadia, 2020).

Several studies have stated that training is important and has a significant part in many organisations. The objective is to make the performance better of the employees, training is provided to staffs applying in different ways such as offering exposure and transmitting education: by experimenting learning and sharing experience. Training is treated as an enhancement skills strategy used in human resources programs (Rastogi, 2019). The summary of training and development is learning, which refers to staffs

It is vital to understand the concept of training and development in organisations. The overall objective is learning which refer to acknowledging the knowledge, skills, competitiveness, attitudes, or behaviours. But this is not just for employees benefits for itself but for company as well as it needs to demonstrate how it contributes for the organisations competitive advantage through employee's improvement, business strategies and contributing to business positively such as quality, productivity, products innovation, and staff retention (*Noe and Kodwani 2018*).

Even though the employees have already experience, they should still be trained to learn the company and its culture, to work effectively with new colleagues, to improve their existing skills and performance (*Panagiotakopoulos, 2020*).

Training implies the process of imparting knowledge and help people obtain necessary skills to be fit in their jobs successfully while development makes the employee ready for other positions in the company and improves their skills to into other job roles (Salah, 2016)

Before planning and developing training, HR should know what the employee's needs, therefore skill audit is advisable to conduct.

The training design process consists of creating training programs systematically. The following figure shows the steps of the process (*Noe and Kodwani, 2018*)

- Step 1 Assessments: Which is required to identify if training will be necessary.
- Step 2 Ensure Staff readiness : Attitudes, motivation and basic skills are necessary to master the content.

- Step 3 Create learning tool
- Step 4 Ensure understanding of training: Making sure that the apprentice administers the content of the whole training to their jobs, understanding the skills improvement as well as getting colleagues and the support from the manager.
- Step 5 Develop Evaluation plan: it identifies the outcome of the training. By opting to do an evaluation tool that permits to identify the influence of the training from its outcome and planning how to establish, how training make impacts from the basic.
- Step 6 Choose Training methods: Choosing the training methods based on learning aims and learning environment such as traditional or e-learning
- Step 7 Monitor and Evaluate the program: Evaluate the programme, revising it or make changes if it is necessary to improve the program, therefore behaviour, learning, change, and other goals are accomplished.

Training and Development should be considered not just as an opportunity for growing the business but an asset that harvest returns and benefits the company and employees. For the companies training and development improves the profitability while raising more positive attitudes to profit orientation. For the employees, training and development will enhance job knowledge while analysing the organisations objectives (*Salah, 2016*).

Individual benefits from training and development program (*Jha, 2016*):

- Increased productivity: Improves the efficiency and productivity. Employees are well trained will show positive results of performance. Less time, money and resources are wasted when staffs are fully trained.
- Less supervision: Trained staffs improves their skills and do the task independently
- Reduction of errors and accidents: It ensures staff to get the adequate skills. The more trained the less errors will be the probability.
- Talent pool: Making a pool of cross-trained staffs will help to replace employees when someone leave unexpectedly the company.
- Team spirit: Helps teamwork building
- Skills Development: Helps increase job knowledge
- Optimum resource utilization: Helps employees' personal growth

Organizational benefits from training and development program (Jha, 2016):

- Continuous Improvement: Continually improving business and offerings
- Increased communication: Feedback and interaction
- Employee development: Improved skills will meet evolving market requirements
- Product and service enhancement: Product innovation
- Increased profits: Through innovative solutions, productivity and efficiency profits will increase and will reduce cost.

The benefits are not only for the employees but for both, for organisation and individuals. Company's triumph has always depended on employee's achievement, therefore the more successful is the training and development for employees, higher is the chance to achieve company's goals.

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APPENDIX

Appendix B

Personal Skills Audit

Name: Denise Jillian Castro Pantaleon

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 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				
Drafting contracts of employment	✓			
Taking notes of disciplinary	✓			
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 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 Denise Jillian Castro Pantaleon

Date 28-04-2021