

Developing Relationships and Workplace Achievements

STUDENT NAME: Lucian-ioan Cicu

STUDENT ID: 2109653

LECTURER NAME: CHARLES NWAOGWUGWU

MODULE CODE: BMSW5102_LON



Brief introduction of company

Unilever is a UK-based multinational company that sells consumer goods.

It is in London, England, UK and serves more than 3.4 billion people in 190 countries

The Human Resources officer should conduct the employees of Unilever properly by evaluating their own capabilities and efficiency.



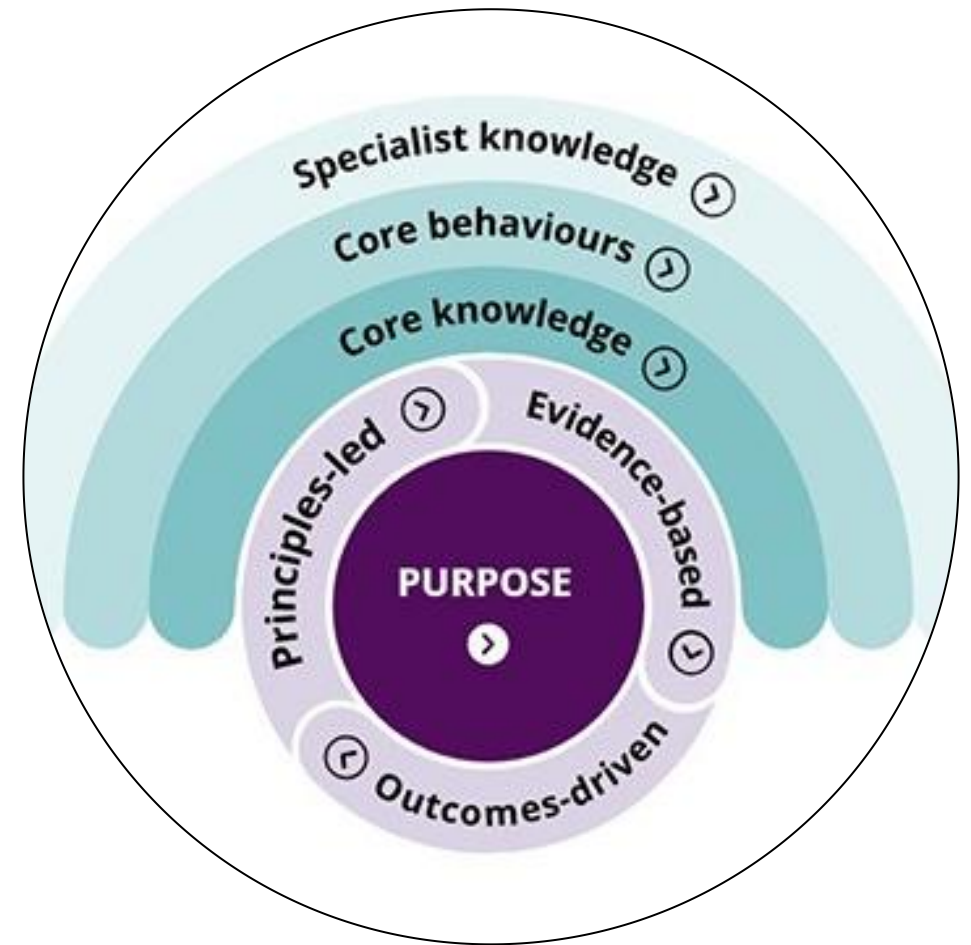
Knowledge, skills, and behaviour required by HR Professionals CIPD professional Map



CIPD professional Map has three main sections which show the international standards of professionalism

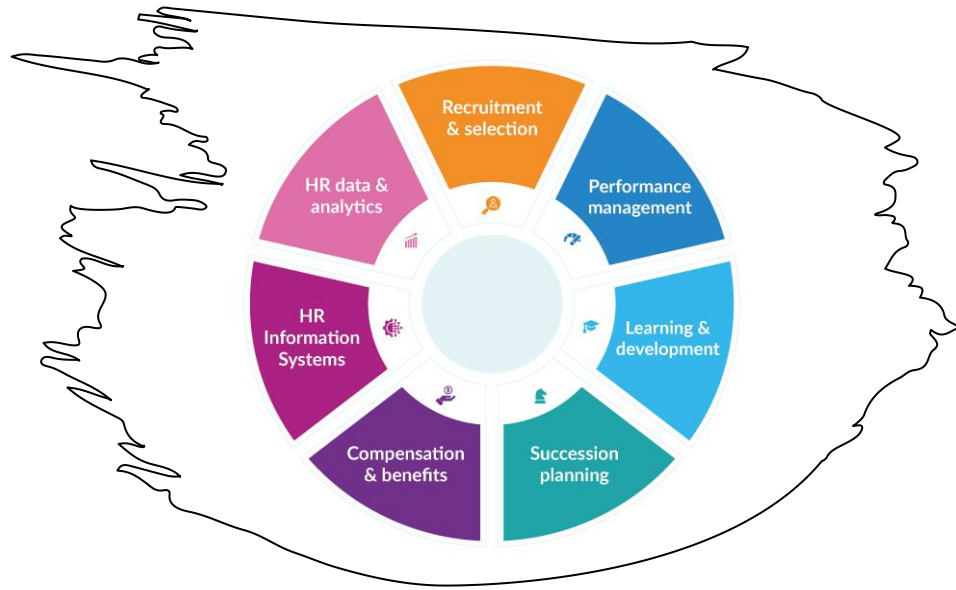


Core behaviour, core knowledge, specialist knowledge, values and lastly the purpose is there in this model.



Knowledge, skills, and behaviour required by HR Professionals

Knowledge



Knowledge about recruitment and selection should be present in an HR



Negotiating with the candidates and staff members should be known



Analysing the training needs and developing the policies, onboarding is some other knowledge

Knowledge, skills, and behaviour required by HR Professionals *Skills*



The HR officer should have communication skills and emotional intelligence to interact properly



Leadership skill is also needed to conduct staff members effectively



The HR should have problem-solving skills to have solutions in critical situations

Crucial HR Skills and Competencies



Knowledge, skills, and behaviour required by HR Professionals

Behaviour



Courage and the power to influence others should be there



The HR should be trustworthy



They must value the staff members along with their needs



SWOT analysis and the Skills audit

SWOT Analysis



Strengths	Weaknesses
What do you do well? What unique resources can you draw on? What do others see as your strengths?	What could you improve? Where do you have fewer resources than others? What are others likely to see as weaknesses?
Drafting contracts of employment, delivering training sessions, taking notes, resolving disputes, providing proper verbal reasoning and using Microsoft Word, databases and email are some of my strengths.	Using Excel spreadsheets and PowerPoint, using the internet and exploring more than one solution to solve a problem is some of my weaknesses as an HR officer
Opportunities	Threats
What opportunities are open to you? What trends could you take advantage of? How can you turn your strengths into opportunities?	What threats could harm you? What is your competition doing? What threats do your weaknesses expose to you?
Reward manager, global mobility people partner, talent partner etc are some of the posts	IT skills are needed for every HR professional in Unilever which can be challenging for

SWOT analysis and the Skills audit

Skills Audit

Name: Lucian Cicu

Job role: Human Resource Officer

	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			✓	
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	

	Very good	Good	Adequate	Little or no experience
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 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		✓		
I declare that the information given in this form is true				
Signed				
Date				

The benefits of training and development

E-RECRUITMENT

E-Recruitment Process



Technical training can help the HR officer to be more efficient in using the computer systems

They can also do e-recruitment by knowing how to conduct interviews online

The benefits of training and development



The HR officer can improve the organisational performance by having training



Employee relations can also be Improved by knowing about talent management



Conclusion

The skills, behaviour and knowledge of an HR officer have been discussed

SWOT and skill audits have been done

The benefits of training and development for the HR officer have also been described.



References

- CIPD (2023) Explore the profession map, CIPD. Available at: <https://www.cipd.org/en/the-people-profession/the-profession-map/explore-the-profession-map/> (Accessed: 05 August 2023).
- Emeritus (2023) HR skills required for a successful human resource manager, Emeritus. Available at: <https://emeritus.org/in/learn/hr-skills-required-for-a-successful-human-resource-manager/> (Accessed: 05 August 2023).
- French, M. (2021) Top 5 behaviours of successful HR managers, HR Software. Available at: <https://www.subscribe-hr.com.au/blog/top-5-behaviours-of-successful-hr-managers> (Accessed: 05 August 2023).
- Hada, B. and Gairola, S., (2015). Opportunities & Challenges of E Recruitment. Journal of Management Engineering and Information Technology, 2(2), pp.1-4.
https://web.archive.org/web/20180421112608id_/http://www.jmeit.com/JMEIT%20Vol%202%20Issue%202%20Apr%202015/JMEITAPR0202001.pdf
- Kamran, A., Dawood, J. and Hilal, S.B., (2015). Analysis of the recruitment and selection process. In Proceedings of the Ninth International Conference on Management Science and Engineering Management (pp. 1357-1375). Springer Berlin Heidelberg. https://sci-hub.se/10.1007/978-3-662-47241-5_114
- Mason, H. (2020) What soft skills are required to work in HR?, People Management Jobs. Available at: <https://pmjobs.cipd.co.uk/article/what-soft-skills-are-required-to-work-in-hr-> (Accessed: 05 August 2023).
- Oladapo, V., (2014). The impact of talent management on retention. Journal of business studies quarterly, 5(3), p.19.
<https://citeseerx.ist.psu.edu/document?repid=rep1&type=pdf&doi=31bdc756c89188350e03e52d9bc3f91a7902f0cc>
- Richson, S. (2021) The eight behaviours of HR professionals, Executive Support Magazine. Available at: <https://executivesupportmagazine.com/the-eight-behaviours-of-hr-professionals/> (Accessed: 05 August 2023).
- Unilever (2023) At a glance, Unilever. Available at: <https://www.unilever.com/our-company/at-a-glance/> (Accessed: 05 August 2023).