



TRAINING AND DEVELOPMENT NEEDS FOR AN HR OFFICER

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Date – 23/07/2023

Module Code – BMSW 5102

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Introduction.



- The human resources department plays a significant role in the development and growth of an organisation (Karakhan et al., 2021).
- This presentation represents the crucial component associated with human resource professionals, particularly concerning the **MULTIPLEX LIMITED**.
- It discusses the skills and training I require/need as an HR officer also the potential benefits to Multiplex ltd as an organisation and to myself as an HR officer.
- The company is recognised for modelling skylines and supplying iconic ventures, worldwide, It has more than 2,700 people globally span across 4 continents and 6 countries it was established in Australia in 1962.

Knowledge of an HR Officer.

- Policy development and implementation are crucial, law and government (Rana and Sharma., 2019).
- Recruitment, selection, training and benefits and training
- Human resource officers must know how to make an employee record i.e. Administrative and management (Tursunbayeva., 2019).



Skills of an HR Officer.

- Human Resource professionals must develop good communication skills.
- Social perceptiveness, Negotiating skill.
- Bringing others together to sort out their differences i.e. complex problem solving skills.
- Human Resource officers must possess good writing skills. (Karakhan et al., 2021).



Behaviour of an HR Officer.

- Human Resource behaviours include being a kind and reliable advisor (Al Karim., 2019).
- Must be capable of maintaining kindness within their tone and show empathy when required.
- Must frequently communicate politely and interrelate with the workers (Amoah and Simpeh., 2021).



SWOT Analysis.

- I can work effectively by implementing communication and advisory skills to benefit the company and individuals also as a team member that understands individuals.
- Within my swot analysis in **Appendix 1**, the weakness may be indicated as being temperamental which am working on.
- Possessing outstanding human resource management skills opens doors to numerous opportunities.
- **More details in Appendix 1**



Personal Skill Audit.

- The personal skill audit describes three major areas of skills: information technology, communications, and problem-solving.
- Literacy regarding internet use makes learning through online platforms easier to manage things on Microsoft.
- Lack of competency to handle disputes requires training attainment for future corporate accomplishments.
- **More details in Appendix 2**

Training and Development Needs.

- Urging the organisation to structure me with an individual plan on training me on my weakness which is computer skills and my temperament.
- Training and development concerning computing skills and staying consistently grounded with my temperament as a specific training objectives.
- And I will follow my individual training calendar and time table for self progress.



Potential Benefits to organisation/employee.

Benefits to organisation.

- Increases productivity and performance
- Reduces cost
- Increases customer satisfaction
- It helps to improve efficiency
- It helps to consistently maintain the organisation highest level of standard.

Benefits to employee/myself.

- Self progression, keeping my knowledge and skills updated.
- Professional sense of direction.
- Reduces stress.
- Higher salary (CPD).
- Productive and efficient.

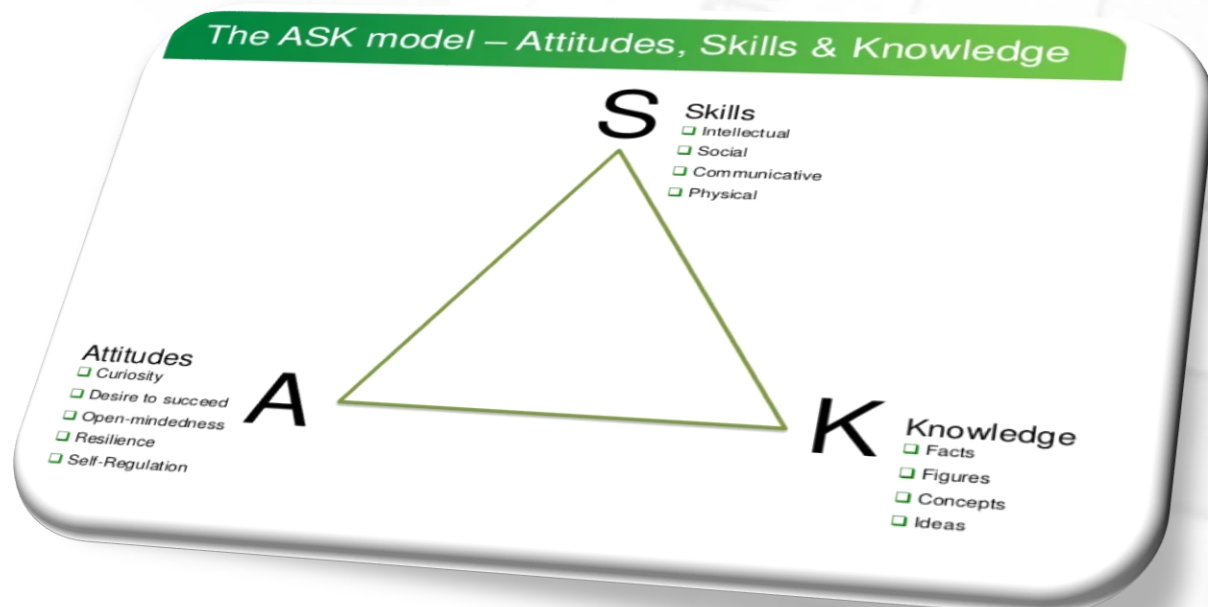
GAP CONCEPT.

- The GAP Concept emphasises the organisation's current status in proportion to the desired one.
- Skills, knowledge, and behaviour are enhanced and adjusted accordingly (DiClaudio., 2019).
- A plan that can carry out the updated skills and knowledge within the management and functioning for desired goal attainment (Rana and Sharma., 2019)..



ASK CONCEPT.

- ASK Concept is based on three components: Attitude, Skills, and Knowledge (DiClaudio., 2019).
- Attitude, skills, and knowledge may be assessed through several grades .



Conclusion.

- Human resource professionals and their management impact the company's employee performance and environment.
- The presentation discussed the fundamental knowledge, skills, and behaviour required by the human resource officer for effective management.
- The presentation represented the benefits a company and the HR officer can enjoy by providing the necessary training for a HR officer (trainee).

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Appendix 1 (Swot Analysis).

Strengths

Working with others as a team Highly motivated and see the good in people.

Have a can-do attitude and good at problem solving

Weaknesses

My patience and temperament?

Improvement on my computer skill My kindness

Opportunities

Can almost work anywhere and with any team.

I can take advantage of the remote working trend.

My strength allows me to be a sort after HR officer because I possess most of the KSB.

Threats

My temperament could be a bad thing if not managed well.

My competition would be most knowledgeable with their computer skills.

My weakness exposes me as being temperamental.

Appendix 2 (Skills Audit).

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 OfficeWord		✓		
Use Excel spreadsheet				/
Use a Database			✓	
Use specialistHR 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 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		✓		