

Training and Development needs for a HR officer

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Introduction

- HR officers are in keeping of a diversity of tasks, including creating, advising on, and applying policies that ensure that staffs are used professionally within an organization.
- Amazon, an international American technology company that focuses on online advertising, e-commerce, artificial intelligence, and digital flowing, was selected as the organization to define this concept.



Importance of the skills, knowledge and behavior

- These landscapes can help me in decisive my attitudes, responses, and reactions in many situations at Amazon, interactive skills play a significant role in a person's specialised growth.





Knowledge, skills and behaviours of the HR officers in Amazon

- Amazon's HR officers are specialists in a wide range of areas, from emergent employee relations to presentation organisation, staff appointment to legislative obedience, and talent organisation to series preparation.
- **IT knowledge-** It mentions to a person's ability to use Microsoft Word, present efficiently, use an Excel spreadsheet, a folder, particular HR software, and email in order to fulfil the location of HR officer.



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- **Analysing and planning** – It refers to supplementary study on the patterns, behaviours, demands, and availability of human resources in each organisational division as well as the creation of an effective plan for attracting, coordinating, and completing human resources for open positions

Skills

- **Communication skills** – As an HR officer at Amazon, I need to be able to communicate effectively with others in order to carry out a variety of tasks, like determining the differences between an employer and employee that lead to conflict.
- **Problem solving skills** – I need this ability to carry out my duties as an HR officer at Amazon. It enables me to make endorsements to upper management regarding pay and other issues.



PATIENCE



Behaviors

Patience-It refers to a person's nature and behaviour to deal with situations calmly in a company

Importance of SWOT analysis

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- **STRENGTHS**
 - **WEAKNESSES**
 - **OPPORTUNITIES**
 - **THRETS**

Swot Analysis

Strengths

- I can use my ability to solve complex data problems and use them to create company policies because I have good problem-solving skills.

Weaknesses

- For me, it is problematic to connect other things related to education, journalism, to convey to others the information that they use in their work to meet deadlines.

Opportunities

- Training and Development and Advanced Technology give me the opportunity to develop my professional and work skills.

Threats

- My impatient behaviour and poor communication skills make me a threat because I find it difficult to communicate with different departments and work effectively.

Personal skill audit

	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		✓		
	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	✓			

Benefits to the organisation and individual of developing a HR officer through effective training and development

- With my developed skills, I will perform my job role as an HR officer in a specialized manner to establish a recruitment policy, recruit highly skilled employees, and provide a variety of training options for new hires.



TRAINING AND DEVELOPMENT	
ADVANTAGES	DISADVANTAGES
❖ Increase in Productivity ❖ Builds Skill ❖ Employee Satisfaction ❖ Company Reputation ❖ Reduce mistakes ❖ reduce employee turnover rates. ❖ Reduce long-term staffing costs. ❖ It gets everyone onto the same page. ❖ There are opportunities to build a team. ❖ It's an easy way to set clear expectations	❖ Expensive ❖ May Not Get the Desired Returns ❖ Theoretical ❖ No Control of the Training ❖ Employees can take their skills to a competitor. ❖ The costs of training never go away ❖ Improper training creates improper results. ❖ Different people learn best in different ways. ❖ It can create resentment.



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- With the help of personal software and IT knowledge, I can increase the productivity and work quality of employees and the efficiency of products and services.
- With effective problem solving, as an HR officer at Amazon, I can build Team Spirit among team members and develop chain relationships between employer and employees, which reduces conflicts, costs, time and waste to complete the task.
- By developing skills through training and development or participating in a learning program as an Amazon HR director, I can create a healthy work environment that encourages employees to embrace recent trends and technology for future growth.



Conclusion

- From the above material, it is concluded that HR skills, behaviours and acquaintance include communication skills, problem solving, IT knowledge, patience etc.
- With the help of personal skills review and SWOT analysis, the officer can identify his strengths and faintness for training and development. This helps them improve the productivity and efficiency of the entire organization.



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THANK
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