



Training And Development

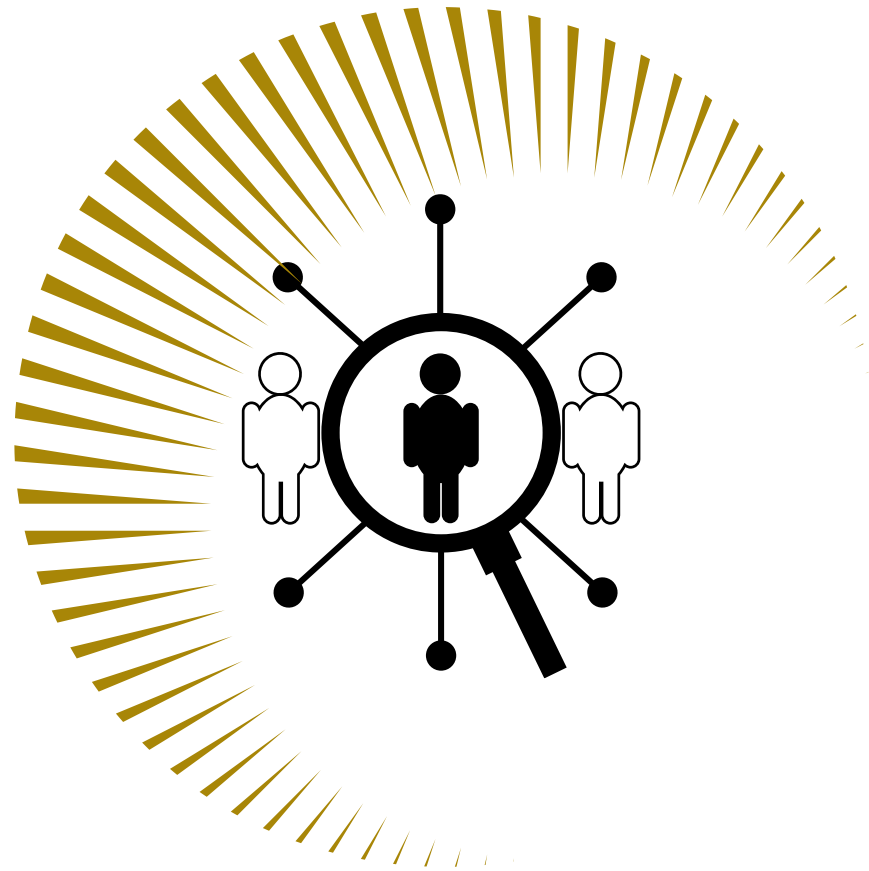
needs for an HR officer

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Module name:Developing
Relationships and Workplace
Achievements
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Introduction

- Organisation
- Aim of presentation
- Structure and delivered output



KSB required by HR professionals

- Tesco departments
- Knowledge requirements
- Skills requirements
- Behaviour requirements



- **Core knowledge**
 - People practice
 - Culture and behaviour
 - Business acumen
 - Evidence-based practice
 - Technology and people
 - Change

- **Core behaviours**
 - Ethical practice
 - Professional courage and influence
 - Valuing people
 - Working inclusively
 - Commercial drive
 - Passion for learning
 - Insights focused
 - Situational decision-making

- **Specialist knowledge**
 - Employee experience
 - Employee relations
 - Equality, diversity and inclusion
 - Learning and development
 - Reward
 - People analytics
 - Organisation development and design
 - Resourcing
 - Talent management
 - Wellbeing

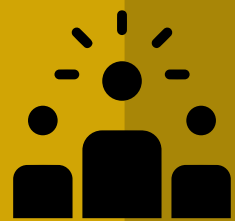


Skills and knowledge SWOT analysis



Strengths

- Core knowledge
- Communication skills
- Negotiation skills
- Problem-solving and conflict resolution skills
- Analytical skills
- Discipline
- Creativity
- Critical thinking



Opportunities

- Training and development
- Online courses
- Supervision and mentoring



Weaknesses

- Technical knowledge
- Time management skills
- Teamwork skills
- Organisation skills
- Leadership skills



Threats

- Time allowed to obtain competencies and skills
- External risks (e.g. economic, pandemic etc.)
- Unexpected personal life problems

Personal skill audit: IT

	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	✓			



Personal skill audit: Communication skills

	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			✓	



Personal skill audit: Problem-solving skills

	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	✓			



Personal skill audit: Supervisory management

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



Benefits of Training And Development

01

Higher morale and satisfaction

02

Higher employee loyalty

03

Improved efficiency

04

Increased productivity

05

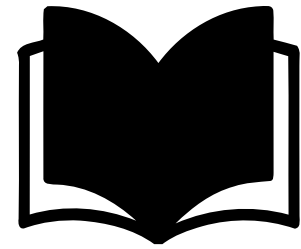
Better performance of all departments

06

Financial gains



References



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