



TRAINING AND DEVELOPMENT NEEDS FOR A HR OFFICER

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DEVELOPING RELATIONSHIP AND WORKPLACE ACHIEVMENT

BMSW5102_LON

LECTURER NAME: REXON NTING

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1.INTRODUCTION

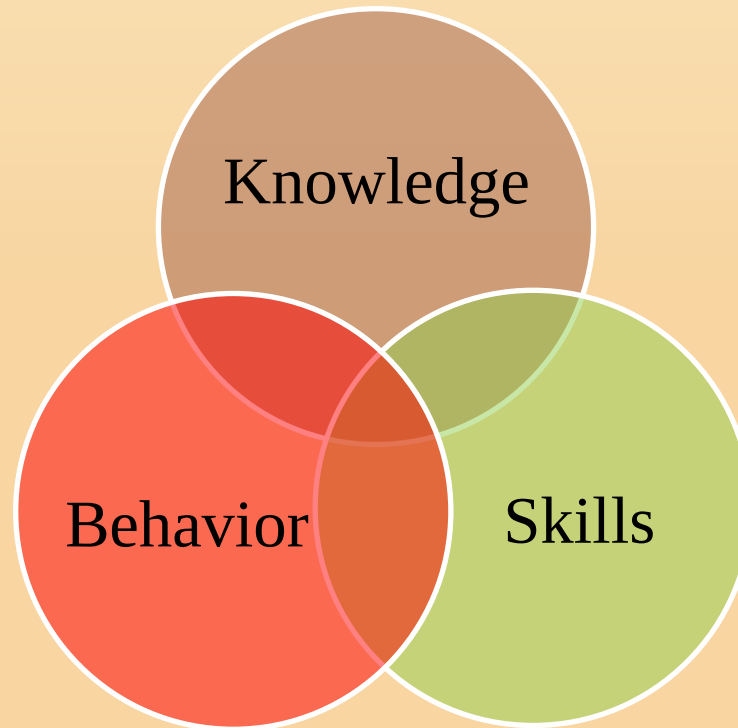
- ✖ Developing relation with team and organization is important for every Human Resource Management.
- ✖ Their main function and work is to communicate in the organization and get he conflict solve, maintaining relationship in an organization and with the employees.
- ✖ National Express is one of the best coach transport in UK.



(Source: Self developed)

2.SKILLS, BEHAVIOR AND KNOWLEDGE FOR HR (KSB)

Human Resource officer need professional skills, knowledge and behavior so that it can help the HR more efficiently and effectively.



3.KNOWLEDGE

- ✘ Knowledge- Knowledge is refers information that need to perform any task and work.
- ✘ HR Functions
- ✘ Policies
- ✘ Organizational Requirements



4.SKILLS AND BEHAVIOUR



Skills- HR should have proper skills to run the organization functions like recruitment, selection and training the employees.

- Communication Skills
- Organizational Skills
- Decision making Skills

(Hrelja, Rye, and Mullen, 2018)



Behavior- HR behavior must match their role and company type.

- Transparency and truthful
- Solution Oriented

(Babale, and Tijjani, 2022)

5.SWOT ANALYSIS

SWOT Analysis- SWOT analysis of HR is important to evaluate the strength and weakness and turn the weakness into opportunity by applying good training and knowledge to ourselves and to turn the threats into strengths by focusing on the work and skills.

STRENGTHS- communication, hard working, multitask, quick learner, detail oriented, good at decision making.

WEAKNESSES- Worry about others opinions, impatient, lack of other languages, lack of Excel knowledge.

OPPORTUNITIES- International Studies, training and get better knowledge and position, other language job profiles are opened, communicate and learn different language

THREATS- International Studies, training and get better knowledge and position, other language job profiles are opened, communicate and learn different language.

6.PERSONAL SKILL AUDIT

This are the key areas where HR have to work upon his skills and his knowledge:

Information Technology

- Use Microsoft Office Word
- Use Excel spreadsheet
- Use a Database
- Use specialist HR software
- Use the internet
- Use E-mail
- Use PowerPoint

Communication Skills

- Drafting contract of employment
- Taking notes of disciplinary
- Product material to support presentation
- Delivering a training session
- Interviewing
- Advertising on HR issues

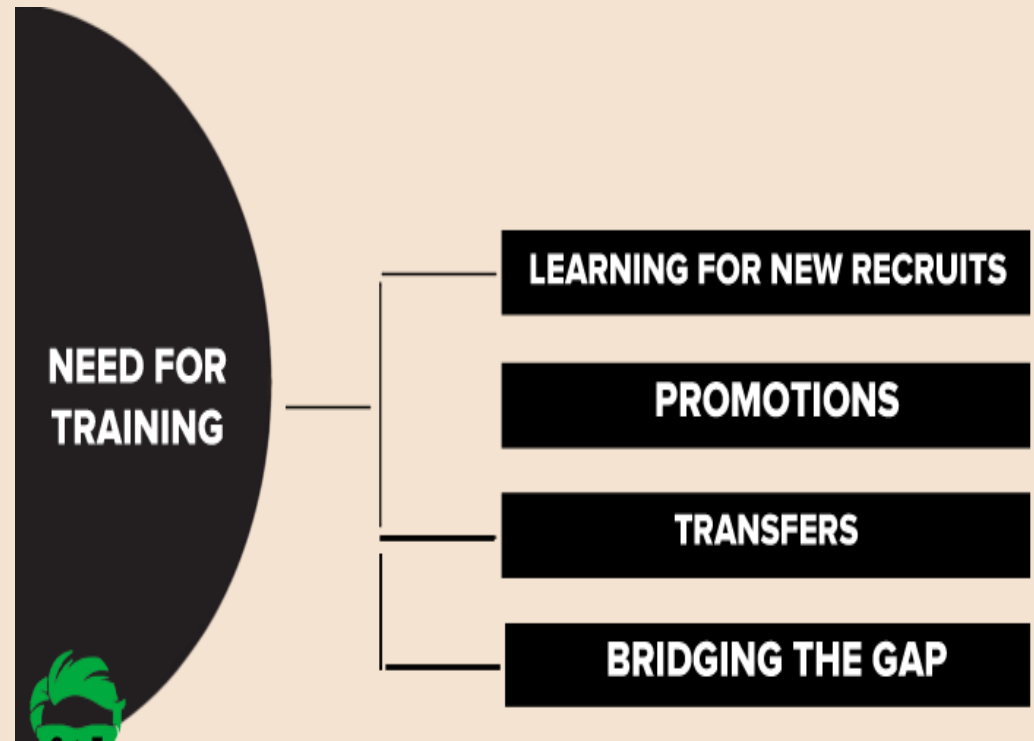
PROBLEM SOLVING SKILLS

- 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

8. TRAINING AND DEVELOPMENT

Need of training and Development

- ✗ As the knowledge and skill of the HR in terms of Excel and database management is not good.
- ✗ I need proper training and development related to these skills.



9.BENEFITS OF HR TRAINING TO ORGANIZATION

Every organization HR need proper time-to-time training to update and to meet with the changes in the organization and to the world here are some benefits of HR training to organization.

- Improve performance
- Organization work
- Satisfaction Increase
- Employee satisfaction



10.CONCLUSION

- ✖ This presentation concluded on the basis of discussion about how HR can evaluate their skills and their knowledge.
- ✖ How can they learn new skills and update their knowledge where they are lacking by training and development.



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12..APPENDIX A

Appendix A Key expectations of HR Officer Roles As a human resources (HR) officer you will develop, advise on and implement policies relating to the effective use of staff in an organization. In the role your aim is to ensure that the organization that you work for employs the right balance of staff in terms of skill and experience, and that training and development opportunities are available to colleagues to enhance their performance and achieve the company's business aims. HR departments are expected to add value to the organization they support. The exact nature of the work varies according to the organization, but is likely to include: working closely with various departments, increasingly in a consultancy role, assisting line managers to understand and implement policies and procedures. promoting equality and diversity as part of the culture of the organization. liaising with a range of people involved in policy areas such as staff performance and health and safety. recruiting staff, which involves developing job descriptions and person specifications, preparing job adverts, checking application forms, shortlisting, interviewing, and selecting candidates. developing and implementing policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures, and absence management. preparing staff handbooks. advising on pay and other remuneration issues, including promotion and benefits; undertaking regular salary reviews. negotiating with staff and their representatives (for example, trade union officials) on issues relating to pay and conditions. administering payroll and maintaining employee records; interpreting and advising on employment law. dealing with grievances and implementing disciplinary procedures. developing HR planning strategies, which consider immediate and long-term staff requirements; planning and sometimes delivering training - including inductions for new staff. analyzing training needs in conjunction with departmental managers.

13.APPENDIX B

STRENGTHS

Good communication skills
Hard working
Quick learner and multi-tasker
Detail oriented
Good at decision making

WEAKNESSES

Worry about people opinion and their view
Impatient
Not have knowledge of other language
Not have proper knowledge of Excel

OPPORTUNITIES

International Studies
Training and get better knowledge and position
Other language job profiles are opened
Communicate and learn different language

THREATS

People who know more than basic language
HR with more professional training
People who are more experienced
Better candidate who is better in Excel

14.APPENDIX C

Personal Skills Audit

Name- Ewelina Serdynska
Job Role- Human Resource Officer

Please tick as appropriate to indicate 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		X			
Use Excel spreadsheet					X
Use a Database					X
Use specialist HR software			X		
Use the internet		X			
Use E-mail		X			
Use PowerPoint				X	



	Very good	Good	Adequate	Little or no experience
Communication Skills				
Drafting contract of employment				X
Taking notes of disciplinary				X
Product material to support presentations	X			
Delivering a training session			X	
Interviewing		X		
Advertising on HR issues	X			

	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		X		
Explore more than one solution in order to solve a problem Consider the ideas of others to help solve problems	X			



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	Ewelina Serdyska
Date	12.08.2022