



BA Hons in Leadership and Management Skills Level 5

**Developing Relationships and Workplace
Achievement**

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EasyJet

- EasyJet is a low-cost airline that was established in 1995 and has since become one of the leading budget carriers in Europe (EasyJet, 2021). The airline operates over 1,000 routes to more than 150 airports across 35 countries (EasyJet, 2021). With a focus on affordable travel and a commitment to sustainability, EasyJet has gained a loyal customer base and has been recognized for its efforts to reduce carbon emissions (EasyJet, 2021).

easyJet plc

Training & Development requirements for a HR Officer

- EasyJet is a UK-based airline that operates in the low-cost carrier segment of the industry. As an HR professional working for EasyJet, the following knowledge, skills, and behaviours (KSBs) are essential to be successful in this role.

Knowledge

- Knowledge of HR policies and procedures: As an HR professional at EasyJet, you must have an in-depth understanding of the company's HR policies and procedures, including recruitment, employee relations, compensation and benefits, performance management, and compliance.
- Knowledge of employment law: A sound understanding of employment law is essential for HR professionals at EasyJet. You must be familiar with the UK employment law framework, including legislation relating to equal opportunities, discrimination, and health and safety at work.
- Understanding of organisational development: An understanding of organisational development is vital for HR professionals at EasyJet. You must have knowledge of the company's strategy, culture, and structure to develop and implement effective HR policies and practices. (Gray, K. 2022)

Skills

- Communication skills: HR professionals at EasyJet must possess excellent communication skills to communicate effectively with employees, managers, and stakeholders. You must be able to articulate policies and procedures clearly and persuasively.
- Recruitment skills: Effective recruitment is critical to the success of EasyJet. HR professionals must possess excellent recruitment skills, including identifying talent, creating job descriptions, and conducting interviews.
- Analytical skills: HR professionals at EasyJet must be able to analyse data and use it to make informed decisions. This includes data related to employee performance, recruitment, and retention. (Gray, K. 2022)

Behaviours

- Integrity: HR professionals at EasyJet must always act with integrity, maintaining the highest standards of ethical behaviour.
- Customer focus: EasyJet is a customer-centric organisation, and HR professionals must be customer-focused on their approach to HR. This includes responding to employee queries and feedback and implementing HR policies and practices that support the company's customer service ethos.
- Flexibility: HR professionals at EasyJet must be flexible and adaptable, responding to changing business needs and priorities. This includes being willing to work flexible hours and taking on new challenges as required. (Gray, K. 2022)

SWOT Analysis

- A SWOT analysis is a strategic planning tool that helps you to identify the strengths, weaknesses, opportunities, and threats of a particular individual or organization. (Shaw, A.A. (2022))

STRENGTH:

- Strong communication skills
- Knowledge of HR policies
- Experience in employee relations and recruitment

WEAKNESS:

- Limited HR software experience
- Lack of emerging trend knowledge
- Difficulty handling large workloads

OPPORTUNITY:

- Implementation of new HR systems and software
- Expansion of HR services to other departments
- Increased demand for HR expertise due to workforce changes

THREAT:

- Increased competition for HR jobs and services
- Changes in employment laws and regulations
- Economic downturns and budget limits.

Benefits of Training and Development for a HR officer

These are the nine steps training process:

1. Identify training needs
 2. Set training objectives
 3. Design the training program
 4. Prepare training materials
 5. Deliver the training
 6. Evaluate the training
 7. Provide feedback
 8. Implement new skills
 9. Monitor and follow-up
- (Tafkeer, 2023).

Training and Development Plan



Training Need	3 Months	6 Months	1 Year
Orientation and Company Culture Training	X		
Legal Compliance Training	X		
Recruitment and Selection Training			X
Performance Management Training	X		
Training and Development Training	X		
Employee Relations Training		X	
Leadership and Management Training			X
Industry and Market Trends Training			X
Cross-functional Training			X
Professional Development Training			X

Conclusion

In summary, as an HR professional at EasyJet, you must possess a broad range of knowledge, skills, and behaviours to be effective in your role. You must have an in-depth understanding of the company's HR policies and procedures, employment law, and organisational development. You must also possess excellent communication, recruitment, and analytical skills and act with integrity, customer focus, and flexibility.

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THANK YOU
ANY QUESTIONS
