
DEVELOPING RELATIONSHIPS AND WORKPLACE ACHIEVEMENTS

AMPLIFY SUCCESS BY EFFECTIVELY MANAGING
WORKPLACE RELATIONSHIPS



Introduction

Training and development play a crucial role in the success of HR professionals.

As per the scenario, the CIPD professional map emphasizes the continuous review of competencies to achieve higher performance.

Companies should promote both in-house and off-the-job training and regularly review staff performance to identify suitable training.

As a newly appointed trainee Human Resource Officer (HRO), the HR manager has requested a review of my abilities and training needs for optimal performance in this role.

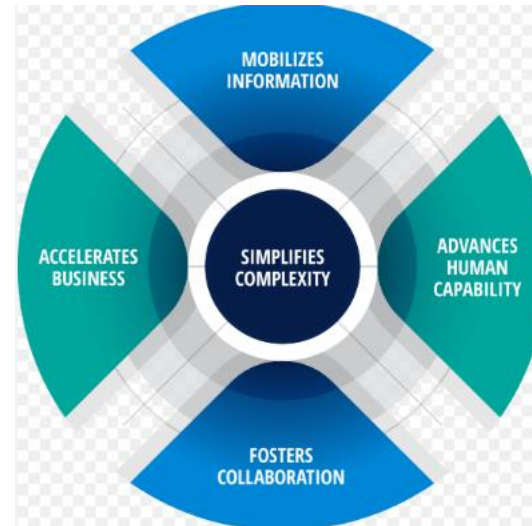


HR Competency Model

Ulrich's HR Competency Model

Ulrich's model consists of four main competency domains:

- a) Strategic Contribution: HR professionals should align HR strategies with organizational goals and contribute to business success.
- b) HR Delivery: HR officers must effectively deliver HR services, policies, and programs (Darling-Hammond et al., 2020).
- c) Business Knowledge: Understanding the organization's industry, operations, and market to provide HR support accordingly.
- d) Personal Credibility: Building trust, maintaining ethical conduct, and exhibiting professionalism.



Relevance for HR Officers:

Discuss the relevance of the model for HR officers in enhancing their effectiveness and adding value to the organization.

The strategic contribution domain enables HR officers to contribute to strategic decision-making and organizational growth.

HR delivery ensures efficient and effective HR service delivery, addressing employee needs and enhancing HR processes.

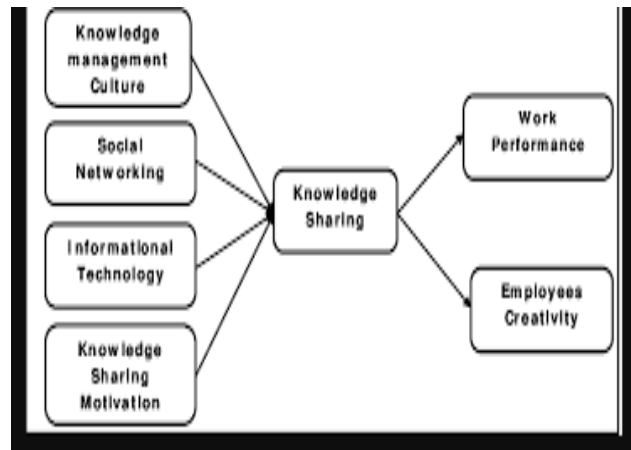
Business knowledge helps HR officers understand the organization's context, align HR initiatives with business goals, and drive results (Darling-Hammond et al., 2020).

Personal credibility emphasizes the importance of trust, integrity, and professionalism in building relationships and influencing stakeholders.

Knowledge, Skills, and Behaviours (KSB) Framework

❑ The KSB framework for HR officers encompasses HR technical knowledge, interpersonal skills, and professional behaviours.

❑ HR officers require in-depth knowledge of HR practices, employment laws, and analytics to make informed decisions (Vu, 2017).



❑ Knowledge Domain

❑ Specific Knowledge Areas for HR Officers

- ✓ Employment law knowledge ensures compliance and helps HR officers navigate legal requirements.
- ✓ HR analytics knowledge enables data-driven decision-making, workforce planning, and identifying trends or patterns.
- ✓ Talent acquisition knowledge ensures effective recruitment and selection processes to bring in qualified candidates.
- ✓ Performance management knowledge helps in setting goals, providing feedback, and improving employee performance.
- ✓ Organizational development knowledge facilitates change management, employee engagement, and cultural transformation.
- ✓ Use icons or symbols to represent each knowledge area, making the slide visually appealing and easily understandable.

Skills Domain

❑ Specific Skills for HR Officers

- ❑ The skills domain for HR officers encompasses various specific skills such as communication, problem-solving, critical thinking, adaptability, relationship-building, and decision-making.
- ✓ Communication skills facilitate effective interaction with employees, managers, and stakeholders, ensuring clarity and understanding.
- ✓ Problem-solving and critical thinking skills enable HR officers to analyze complex issues, identify solutions, and make informed decisions (Cheng et al., 2022).
- ✓ Adaptability skills help HR officers navigate changing HR landscapes, embrace new technologies, and respond to evolving organizational needs.
- ✓ Relationship-building skills foster positive working relationships, trust, and collaboration with employees and stakeholders.
- ✓ Decision-making skills enable HR officers to weigh options, consider consequences, and make sound judgments.

Behaviours Domain

Specific Behaviours for HR Officers

Ethical conduct ensures fair and unbiased treatment of employees, promoting trust and credibility.

Professionalism in interactions and handling confidential information maintains HR officers' reputation and builds trust.

Confidentiality ensures the protection of sensitive employee information, fostering a safe environment for open communication (Mohd et al., 2020).

Adaptability allows HR officers to embrace change, innovate, and respond effectively to evolving organizational needs.

Collaboration skills enable HR officers to work effectively with colleagues, stakeholders, and cross-functional teams.

Showcase a visual representation, such as a behavior wheel or diagram, of the behaviours domain.

Personal Skills Audit

SWOT analysis

Strength	Weaknesses
✓ Extensive HR experience ✓ Excellent communication skills ✓ Strong interpersonal skills ✓ Deep understanding of employment laws (Vu, 2017)	✓ Inadequate knowledge of emerging HR trends ✓ Limited technical skills ✓ Lack of project management experience ✓ Limited exposure to international HR practices
Opportunities	Threats
✓ Technological advancements in HR software and analytics ✓ Growing emphasis on diversity and inclusion in organizations ✓ Increasing demand for HR professionals in the market ✓ Collaboration opportunities with industry HR networks and associations	✓ Resistance to HR initiatives from employees or management ✓ Evolving employment laws and regulations ✓ Changing economic conditions affecting HR budgets ✓ Intense competition for HR roles

Training and Development Needs

Analyzing the results of my personal skills audit, I have identified several strengths, weaknesses, and areas for improvement as an HR officer.

My strengths lie in my extensive HR experience, strong interpersonal skills, excellent communication abilities, and deep understanding of employment laws.

However, I have identified weaknesses in my limited technical skills, inadequate knowledge of emerging HR trends, lack of project management experience, and limited exposure to international HR practices (Enkhjav and Varga, 2023).



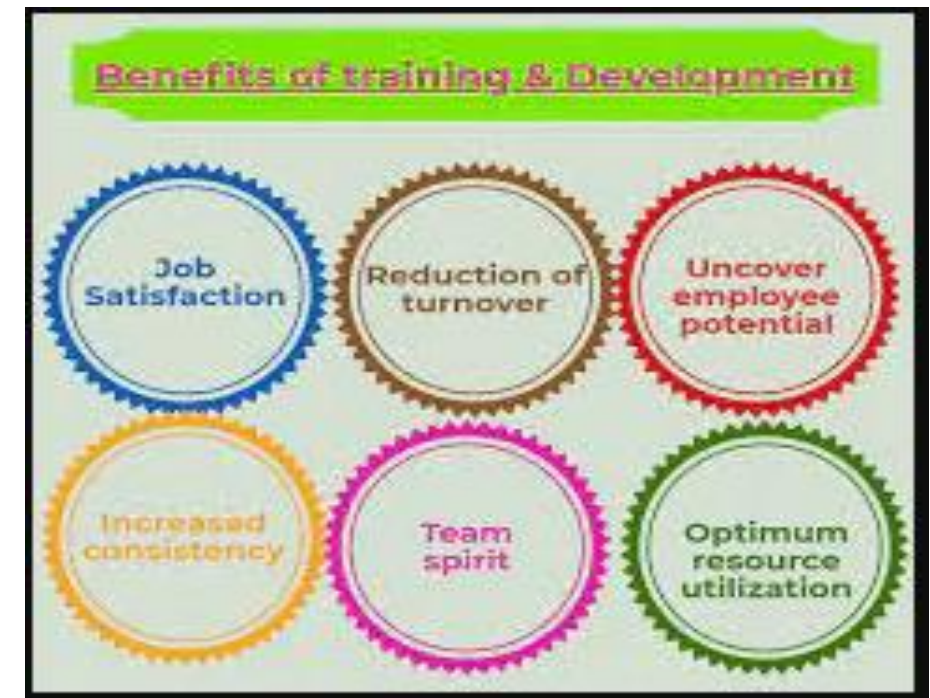
Potential Benefits to the Organization Through Training and Development

❑ Improved HR Function

- ✓ Effective training and development of the HR officer enhances the overall HR function.
- ✓ Acquiring new skills and knowledge enables the HR officer to perform tasks efficiently.
- ✓ It leads to streamlined processes, improved compliance, and better HR service delivery.

❑ Enhanced Organizational Performance:

- ✓ A well-developed HR officer contributes to improved organizational performance.
- ✓ By staying updated with industry trends and best practices, the HR officer can introduce innovative HR strategies (Darling-Hammond et al., 2020).
- ✓ This promotes employee engagement, retention, and productivity, resulting in higher overall organizational success.



Potential Benefits to the Individual Through Training and Development

❑ Career Advancement:

- ✓ This opens up avenues for career growth within the HR field, such as promotions and expanded job responsibilities.
- ✓ Effective training and development opportunities enhance the HR officer's skill set and knowledge base.
- ✓ Increased expertise and qualifications improve employability and open doors to diverse HR opportunities (Cheng et al., 2022).

❑ Personal and Professional Growth:

- ✓ Training and development programs provide opportunities for self-reflection and personal growth.
- ✓ The HR officer can develop new skills, improve existing competencies, and broaden their understanding of HR practices.
- ✓ This leads to increased confidence, job satisfaction, and the ability to handle complex HR challenges effectively.

Conclusion

In conclusion, this presentation highlighted the importance of training and development for HR officers.

It discussed the key components of the HR Competency Model, including knowledge, skills, and behaviours.

The specific knowledge areas, skills, and behaviours required for HR officers were identified and connected to their impact on HR effectiveness.

It conducted a personal skills audit, identifying strengths, weaknesses, and areas for improvement as an HR officer.

References

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