

Developing Relationships and Workplace Achievement 5102 A1

Training and Development needs for HR officer
Assessment 1

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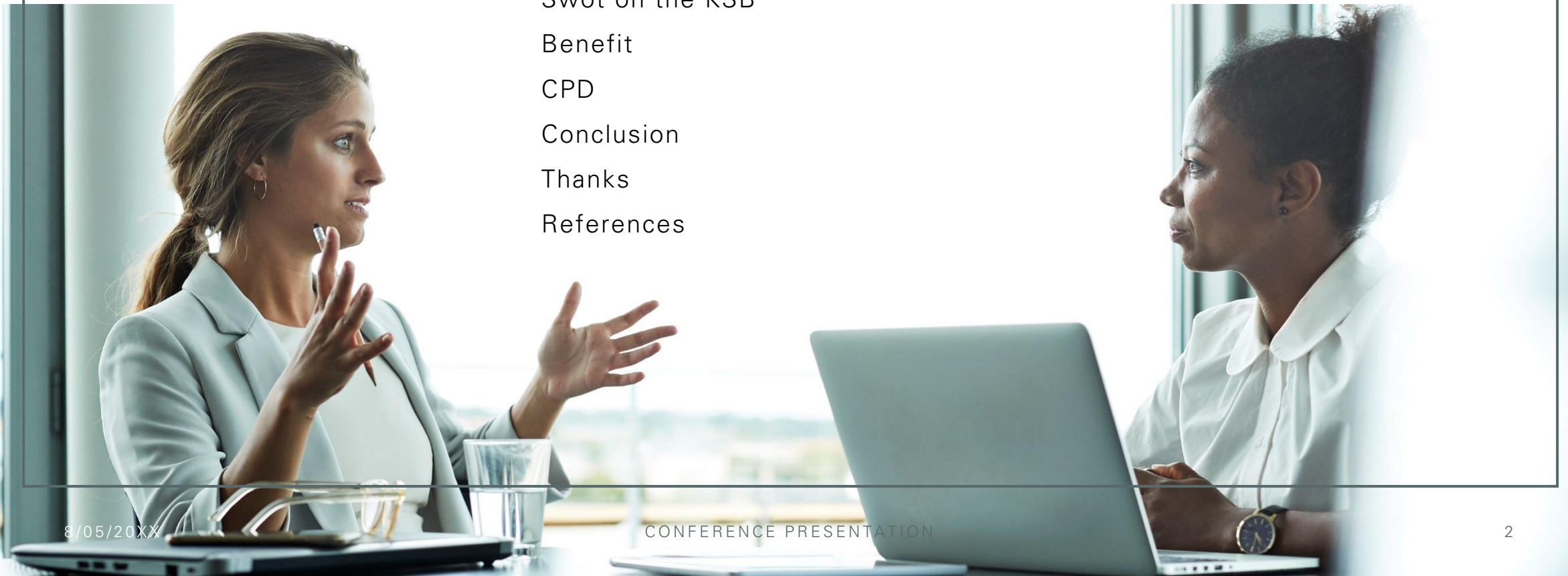
Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David



20/11/2022

Agenda

Meet the presenter
Personal Skills Audit
Key expectations
Swot on the KSB
Benefit
CPD
Conclusion
Thanks
References





Sasha Galster in Wagamama

Sasha restaurant's manager in Wagamama, a food business that creates a good environment for employees to connect with each other all over the UK

Sasha's background

Wagamama's background

Personal Skills Audit

Name

Job role: Human Resource Officer

Please tick as appropriate to indicate how 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 contracts of employment

x

Taking notes of disciplinary hearings

x

Write reports

x

Produce material to support presentations

x

Delivering a training session

x

Resolving disputes/complaints

x

Interviewing

x

Advising 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

x

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

x

How many people have you managed at any one time?

None

1-5

Above 5

x

I declare that the information given in this form is true

Signed

Sasha Galster

Date

21.11.2022



Key expectations:

Knowledge required by HR professional

Importance of the knowledge of the regulation
of legislation

GDPR data protection

Equality act 2010

Health safety Act 1974

Data protection

Developing policies

Performance management

Disciplinary procedures



Key expectations:

Skills required by HR professional

Communications: verbal non-verbal

Literacy Skills

Numeracy

Time management

Problem-solving

Software

Active listening



Key expectations:

Behaviors required by HR professional

Respect other

Being professional

Dress code

Following rules

Being fair

Not judgmental and not discriminatory

Confidentially

Swot based on the KSB

	Strength
	Weakness
	Opportunities
	Threats

Strengths What do you do well? What unique resources can you draw on? What do others see as your strengths?	Weaknesses What could you improve? Where do you have fewer resources than others? What are others likely to see as weaknesses?
Empath Positive Good understanding of the culture	Data analysing Numeracy
Opportunities What opportunities are open to you? What trends could you take advantage of? How can you turn your strengths into opportunities?	Threats What threats could harm you? What is your competition doing? What threats do your weaknesses expose to you?
Constantly personal training University Video and articles Develop employees	Language barrier Firing people-making decision External factors

What are the benefits to the organization of developing me as an HR officer?

Effective
Ensuring high performance
Targets
Profits
Staff retention
Avoiding staff turnover

What are the potential benefits of the individual of developing me as an HR officer?

Profit compliance
customer service avoids litigation
Satisfaction
Career progression
Good mental health
Work-life balance



Continuous Professional Development

- The phrase "continuing professional development" (CPD) refers to the learning activities professionals take part in to advance and improve their skills. Instead of being unconscious and reactive, it makes learning conscious and proactive
- Continuing Professional Development integrates several learning modalities, including classes, workshops, conferences, and events, as well as online and e-learning programs, best practice techniques, idea exchange, etc.
- CPD emphasizes personal growth and efficient professional development. Over a thousand institutions and professional groups are thought to exist in the UK, and this number is expected to rise



Conclusion

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. analysing training needs in conjunction with departmental managers.

“

The hardest challenge being an HR is that sometimes you have to be the LAWYER, the JUDGE and the HANGMAN.

Hassan Choughari

Thank you

Any question?



References

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