



Training and Development needs for a HR officer



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Developing Relationships and Workplace Achievements
Module code: BMSW 5102
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INTRODUCTION

Chosen organisation

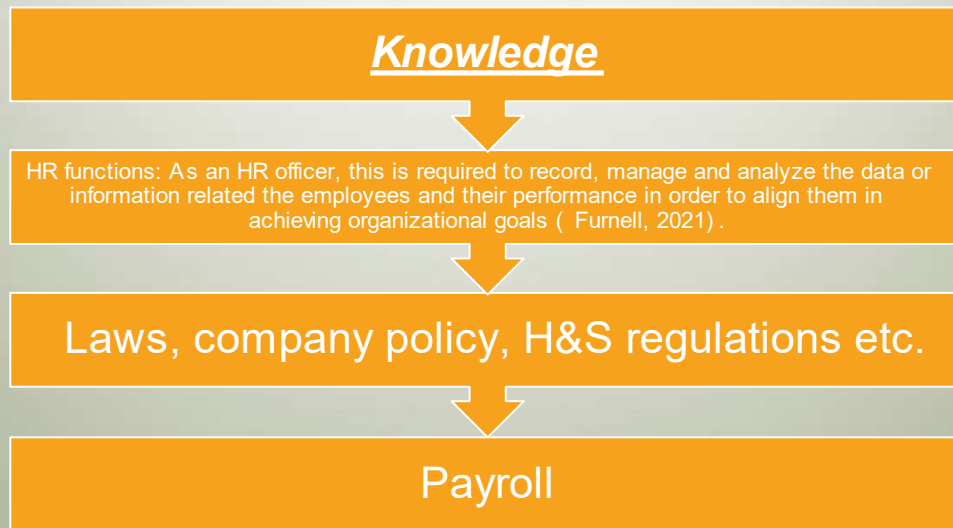
Knowledge, skills &
behaviour of HR Officer

Current skills analysis

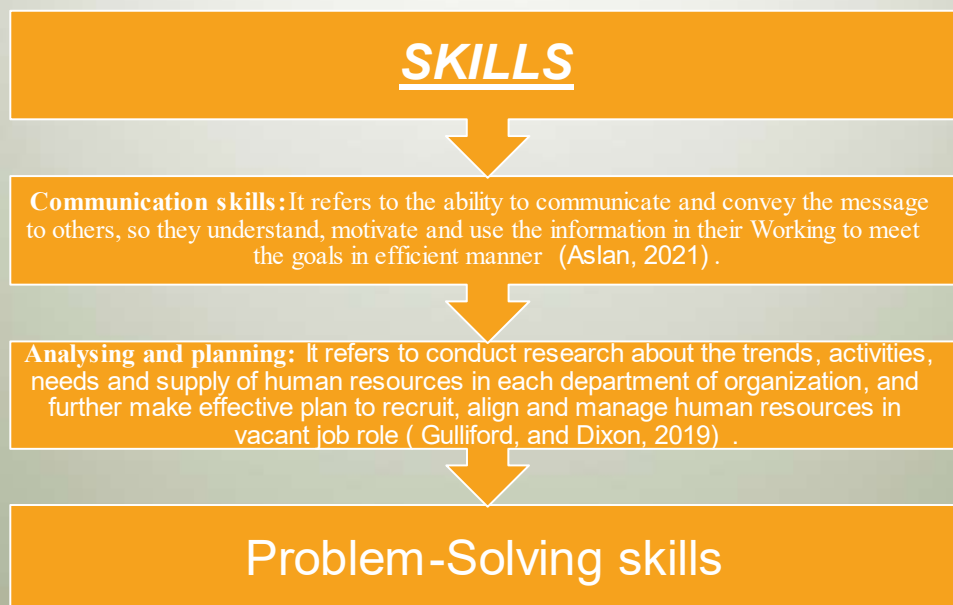
SWOT Analysis

Potential benefits for
Amazon

Knowledge, skills and behaviours of the HR officers in Amazon



Knowledge, skills and behaviours of the HR officers in Amazon



Behaviors



Patience- It refers the nature and behaviour of a person to tackle situation in company calmly, listen other people issues, ideas and viewpoints to make effective planning for motivation, recruitment and performance improvement (Pera, 2019).



Accountability



Collaboration

IMPORTANCE OF SWOT ANALYSES & PSA

“*SWOT analysis*” is the effective analytical model which helps to determine internal strengths and weaknesses as well as external opportunity and threats. It allows me as an HR Officer to know about the needs of training and development to improve my performance for achieving career goals (Calicchio,2020).

“*Personal skill audit*” is the process which allow a person to determine the level of skills which are their strengths as well as help them to determine the skills gap in order take effective steps for future betterment. It will help me to make the organisation policy, product and services different in competitive market as well as inspire employees to improve the quality of their performance for future development (Kumah, Yaokumah, and Okai, (2019).

SWOT ANALYSES OF MYSELF

REFER TO APPENDIX B OF DOCUMENT

STRENGTHS: Teamwork, good use of database, good planning and problem -solving skills.

WEAKNESS: Lack of knowledge for specialist HR software.

Lack of patience

OPPORTUNITIES: Develop additional skills and have a realistic potential for future advancement.

THREATS: Not being able to improve my patience

PERSONAL SKILLS AUDIT

REFER TO APPENDIX C OF DOCUMENT



HR software training needs



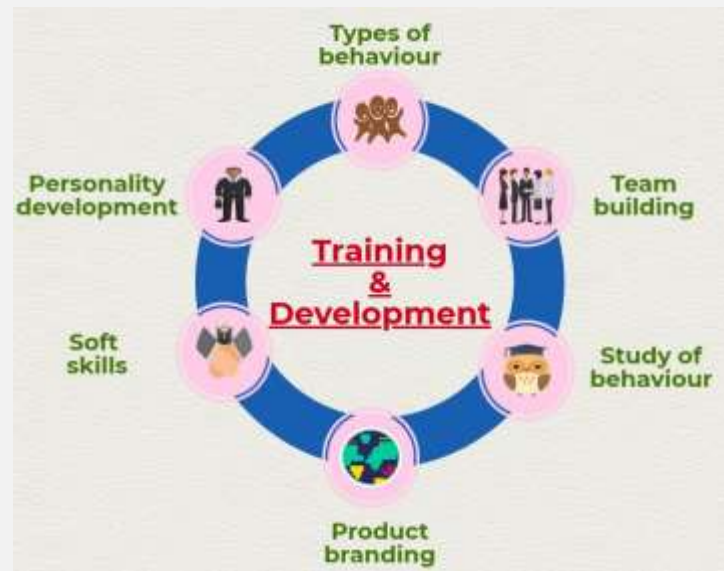
Drafting contracts of employment development needs.



Patience development needs - With more patience, I'll be able to analyze the complex data to find out valuable information which I use to make effective policies workforce for future development (Kumah, Yaokumah. and Okai, 2019).

TRAINING AND DEVELOPMENT SESSIONS

- Register for the software workshop.
- Attend the monthly psychologist visit.
- Working in a team development.



THE POTENTIAL BENEFITS TO THE ORGANISATION OF DEVELOPING ME AS AN HR OFFICER THROUGH EFFECTIVE TRAINING AND DEVELOPMENT

- Reduce employee turnover
- Happier work environment
- Increased productivity and quality
- **Competitive workforce**

Importance of employee training



94% of employees would stay with a company longer if there was an investment in learning.

Source: LinkedIn



References

- Furnell, S., (2021). *The cybersecurity workforce and skills*. *Computers & Security*. 100. p.102080.
- Gulliford, F. and Dixon, A.P., (2019). *AI: the HR revolution*. *Strategic HR Review*, 18(2), pp.52-55.
- Aslan, A., (2021). *Problem-based learning in live online classes: Learning achievement, problem-solving skill, communication skill, and interaction*. *Computers & Education*, 171, p.104237.
- Kumah, P., Yaokumah, W. and Okai, E.S.A., (2019). *A conceptual model and empirical assessment of HR security risk management*. *Information & Computer Security*.
- Pera, A., (2019). *Towards effective workforce management: Hiring algorithms, big data-driven accountability systems, and organizational performance*. *Psychosociological Issues in Human Resource Management*, 7(2), pp.19-24.
- Calicchio, S., (2020). *Swot analysis in 4 steps: How to use the SWOT matrix to make a difference in career and business*. Stefano Calicchio.
- ONLINE RESOURCE: [5 Examples of Employee Training and Development Programs](#) | [TalentLyft](#)

Strengths

- Good Teamwork skills.
- Good use of database
- Good planning and problem-solving skills.

Weaknesses

- Lack of knowledge for specialist HR software.
- Lack of patience

I have always been working in team departments so I have created an experience and I could easily say it's my comfort zone now. I also have good use of database; good planning skills and my colleagues say that I have good problem-solving skills as well.

My weakness is that I have never used the specialist HR Software which they use in Amazon, so I am behind everyone there. Also, I could say that I have lack of patience which makes my job harder sometimes.

Opportunities

- OPPORTUNITIES: Develop additional skills.
- Have a realistic potential for future advancement.

Threats

- Not being able to improve my patience.

In Amazon I have the opportunity to develop additional skills and the chance to proceed further in my career path.

My only threat for now is that I may not be able to improve my patience which is crucial for HR officer at Amazon.

Appendix C

Personal Skills Audit

Name: Magdalena Kovacheva

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		✓		
Use Excel spreadsheet		✓		
Use a Database	✓			
Use specialist HR software				✓
Use the internet	✓			
Use e-mail	✓			
Use PowerPoint	✓			

	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		✓		
	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	✓			
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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	MK
Date	25/03.2023