

DEVELOPING RELATIONSHIPS AND WORKPLACE ACHIEVEMENTS



TRAINING AND DEVELOPMENT NEEDS FOR A HR OFFICER

LECTURER: CHARLES NWAOGWUGWU

MODULE CODE: BMSW 5102

STUDENT NAME: VIKTORIA MANEVA

STUDENT ID: 2115384

BACKGROUND: Argos Limited is a unique multi-channel catalogue retailer with over 1000 stores

FOUNDER: Richard Tompkins, July 1973

MISSION STATEMENT: "We provide our customers with the best value for money through the most convenient shopping experience"

A close-up photograph of a person's hand pointing at a screen. The person is wearing a white button-down shirt. The background is blurred.

INTRODUCTION

A photograph of a modern workspace. A silver laptop is open on a light grey desk. To its left is a white smartphone. Behind the laptop is a stack of books. To the right of the laptop is a pair of black headphones. The background is a bright, out-of-focus interior.

IDENTIFY KNOWLEDGE, SKILLS AND BEHAVIOUR /KSB/



IDENTIFY KNOWLEDGE, SKILLS AND BEHAVIOUR /KSB/

1. Recruit, train and develop the best employees
2. Employees payroll system
3. Identify the organisational legal policy and regulation
4. Ensuring the best work environment that is safe and fair for everyone
5. Time management
6. Personal cost planning
7. Improve the management skills
8. Make good labour relations

IDENTIFY KNOWLEDGE, SKILLS AND BEHAVIOUR /KSB/

- Organisational Skills- time management, records management, calendar management
- Communication Skills- clear writing, critical listening, conflict management
- Confidentiality Skills- discretion, ethics, trustworthiness
- Adaptability Skills- change management, big-picture thinking, self-assessment and improvement



IDENTIFY TRAINING NEEDS

IDENTIFY TRAINING NEEDS

SWOT Analysis

- Strengths- technical skills, confidentiality skills, adaptability skills
- Weaknesses- business management skills, training and developmental skills, use specialist HR software

- Opportunities- improve my skills, grow with the company
- Threats

IDENTIFY AND CRITICALLY ASSESS THE BENEFITS OF TRAINING AND DEVELOPMENT

- Increase Overall Knowledge of Human Resources
- Gain Confidence in HR Role
- Improve Company Culture
- Provide Support to Employees

CONCLUSION



LIST OF REFERENCES

- UKEssays. November 2018. Human Resource Management: Case Study of Argos. [online]. Available from: <https://www.ukessays.com/essays/business/importance-of-human-resource-management-business-essay.php?vref=1> [Accessed 19 November 2023].
- The most important HR skills and how to master them. (workable.com). Available from: <https://resources.workable.com/stories-and-insights/most-important-hr-skills>



Thank You