

HUMAN RESOURCE MANAGEMENT

❖ LERNING AND DEVELOPMENT

- SKILL
- KNOWLEDGE
- WORKFORCE CAPABILITIES
- COMPETENCIES



- WHY IMORTANT SKILL DEVELOPMENT ?
- HOW TO DEVELOP OUR SKILL ?
- WHAT ARE THE BENEFITS OF SKILL DEVELOPMENT?

WHY IMORTANT SKILL DEVELOPMENT ?

- Skills development is the process of (1) identifying your skill gaps, and (2) developing and honing these skills. It is important because your skills determine your ability to execute your plans with success.

HOW TO DEVELOP OUR SKILL ?

- . Get training. Attend a workshop, take a course, read an article or book, observe someone who excels at the skill. ...
- . Practice. Consider ways you can deliberately.
- . Get feedback. Assess your progress, identifying areas where you have improved and areas for continued growth.



WHAT ARE THE BENEFITS OF SKILL DEVELOPMENT?

- IMPROVE CONFIDENCE
- INCREASE WORKING PERFORMANCE
- INDIRECT COMPANY BENEFITS
- PERSONAL BENEFITS
- EXPANSION GOODWILL





Thank You

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Institutional Knowledge.

What Is Institutional Knowledge?

- Institutional knowledge is the experience, data, best practices, and other information that company employees develop at work.
- As this knowledge is often developed by individual employees independently, it's critical to find a way to capture it and make it accessible for other members of an organization. It's done by encouraging employees to document work processes through a dedicated internal tool.

Types of Institutional Knowledge

The main purpose of institutional knowledge management is to prevent the loss of knowledge when team members leaving. However, there are three major types of institutional knowledge, and two of them aren't so easy to document:

- 1. Explicit knowledge
- 2. Implicit knowledge
- 3. Tacit knowledge

What is The Importance of an Institutional Knowledge Strategy ?

- 1. Documents and transfers critical knowledge
- 2. Develops employees
- 3. Improves employee retention
- 4. Reduces costly mistakes

4 Institutional Knowledge Use Cases in the Workplace

- 1. Creating a knowledge base or internal wiki
- 2. Documentation and tutorials for better onboarding
- 3. Cross-training programs
- 4. Succession plan during offboarding

3 Tips to Maximize Your Institutional Knowledge

- 1. Rely on your internal knowledge experts to document knowledge
- 2. Create streamlined documentation processes
- 3. Make it simple for employees to access knowledge



LEARNING & DEVELOPMENT

WORKFORCE CAPABILITIES

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As one of the main responsibilities of any organisation's Human Resources department, the purpose of great Learning & Development is to provide employees with the skills and knowledge they need to grow in their roles while helping grow the company, as well.

Talent Development Capability Model

Personal Capabilities

Professional Capabilities

Organisational Capabilities

The Five Key areas of Talent Development

- 1- Attract and retain talent
- 2- Develop people capabilities
- 3- Create a values-based culture
- 4- Build an employer brand
- 5- Motivate and engage employees

The 9 components of the Framework

- 1- Alignment with business strategy
- 2- Co-ownership between business units and HR
- 3- Assessment of capability gaps and estimated value
- 4- Design of learning journeys
- 5- Execution and scale up

6- Measurement of impact on business performance

7- Integration of Learning and Development interventions into HR processes

8- Enabling of the 70:20:10 learning framework

9- Systems and learning technology applications

LEARNING AND DEVELOPMENT

COMPETENCIES
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WHAT IS COMPETENCIES?

- The knowledge, abilities, skills, and behaviors that are necessary to carry out activities or jobs within an organization are referred to as competencies in human resource management.
- Competencies are crucial in human resource management because they ensure that HR professionals can carry out their responsibilities successfully and that businesses can achieve their strategic goals.
- The suitable candidates for HR positions can be found using competencies, also competencies can be used to evaluate and develop HR personnel.

DIFFERENT DEFINATIONS OF COMPETENCIES

Competencies can be defined in various forms, such as

- Competencies are the unique knowledge, skills, and behaviors needed for HR practitioners to carry out their responsibilities successfully **in the context of human resource management**. This can involve skills in communication, organizational growth, talent management, and employee relations.
- Competencies are the information, abilities, and behaviors that students must master in order to succeed in their academic or professional careers when used **in the context of education**.
- Competencies are the knowledge, abilities, and behaviors that people must develop in order to attain their personal or professional goals **in the context of personal growth**.

TYPES OF COMPETENCIES

There are several types of competencies, those are

- **Technical competencies:** They are the unique abilities and knowledge needed to carry out a certain task. For instance, a programmer needs to be proficient in many programming languages and have programming skills.
- **Managerial competences:** They are the abilities needed to effectively manage people and resources. A manager, for instance, needs to be able to communicate, lead, and solve problems.
- **Behavioral competencies:** They are the personal traits and attributes that help people succeed in their jobs. Taking initiative, maintaining a positive attitude, and adaptability are a few examples of behavioral abilities.
- **Cognitive competencies:** These are the mental skills necessary for successful job performance, or cognitive capabilities. Cognitive capabilities include things like critical thinking, problem-solving, and decision-making abilities.
- **Emotional competencies:** These are the skills necessary for effective interpersonal communication and emotion management. Emotional competences include things like empathy, self-awareness, and emotional intelligence.

IMPORTANCE OF COMPETENCIES IN HR

Competencies are important in HR due to the following reasons:

- For recruitment process
- For performance management
- For training and development
- For succession planning
- For strategic planning

In conclusion, competencies are crucial to HR because they offer a framework for overseeing employee performance, fostering the growth of skills and knowledge, and ensuring that HR initiatives are in line with business goals and objectives.

WAYS TO DEVELOP COMPETENCY IN HR

The following are some ways to develop competency in HR

- Identifying competency gaps. This can be done through performance reviews, skill assessments and feedback from supervisors.
- Design training and development programs.
- Provide coaching and mentoring. Experienced HR can provide guidance to less experienced colleagues.
- Encourage self directed learning. This includes reading books, attending seminar and so on.
- Provide regular feedbacks. Regular feedback is essential in competencies. Feedback should be accurate, specific, actionable and focused on developing competencies that are necessary for success in the position.