



**Prifysgol Cymru**  
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**University of Wales**  
Trinity Saint David

# TRAINING AND DEVELOPMENT FOR AN HR OFFICER

**Module name: Developing Relationships and  
Workplace Achievements (BMSW5102)**

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# Introduction

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In today's dynamic business environment, Human Resources (HR) remains pivotal in fostering organizational growth and employee satisfaction.

As an aspiring HR officer at Apple, I recognize the imperative of continuous training as well as development to stay abreast of industry trends and meet the evolving needs of both the corporation and its workforce .

This reflection delves into the essential knowledge, skills, as well as behaviors required for an HR officer at Apple, the benefits of ongoing training, and a personal commitment toward professional growth.



# ORGANIZATION

1. **Apple Inc. stands as a global tech giant, renowned not only for its innovative products but also for its commitment to a diverse as well as inclusive workplace .**
2. **This dynamic environment necessitates HR officers who are not only adept in traditional HR functions but also possess a deeper understanding of the technology industry's nuances .**



- ***Knowledge***

- To excel as an HR officer at Apple, a strong understanding of employment laws, industry regulations, and HR best practices is imperative.
- Being well-versed in Apple's unique organizational culture, policies, as well as values is equally crucial.





- **SKILLS**

- **Technical proficiency in HR software as well as tools is non-negotiable. Moreover, effective communication skills are vital for effective collaboration with various stakeholders.**
- **Problem-solving skills are paramount, especially when addressing employee concerns or implementing strategic HR initiatives**

- *Behavior*

- An HR officer at Apple must exhibit an important level of integrity, confidentiality, and empathy.
- Proactive engagement with employees and a commitment to fostering a positive workplace culture are essential.
- Adaptability and resilience in the face of organizational changes contribute to a successful HR officer's profile, ensuring alignment with Apple's innovative and fast-paced environment .



# Benefits of Training for Both the Individual and the Organization



Continuous training is a symbiotic process, yielding benefits for both the HR officer and the organization. For the individual, ongoing professional development enhances job satisfaction, boosts confidence, and opens avenues for career advancement.

For the organization, a well-trained HR team translates into improved employee engagement, reduced turnover, and increased productivity (Pham et al., 2020). A dynamic HR function ensures that the company remains compliant with ever-evolving regulations, fostering a positive employer brand and attracting top talent in a competitive industry.

# SWOT Analysis

## Strengths

Apple's HR team benefits from a global brand that attracts top talent. The company's commitment to diversity and innovation aligns with HR goals. A strong organizational culture enhances employee engagement and retention .

## *Weaknesses:*

The fast-paced tech industry demands constant adaptation; failure to keep up might hinder effective HR strategies. Balancing confidentiality with proactive employee engagement can be challenging.



# SWOT Analysis



## *Opportunities:*

- Ongoing training presents opportunities for HR officers to align with emerging industry trends, fostering innovation and staying ahead. The global reach of Apple allows HR to tap into diverse talent pools

## *Threats:*

Rapid technological changes may pose challenges in maintaining technical proficiency. Ensuring HR practices comply with evolving regulations is crucial in a dynamic global environment.

# Conclusion

In conclusion, the role of an HR officer at Apple demands a multifaceted skill set, continuous learning, and a commitment to embodying the company's values. Embracing the evolving landscape of HR through training and development is not just a professional requirement but a strategic investment in both personal and organizational success. As I embark on this journey, I am committed to staying abreast of industry advancements, refining my skills, and embodying the ethos that makes Apple a leader in innovation and employee satisfaction.



# References

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Pham, N. T., Thanh, T. V., Tučková, Z., & Thuy, V. T. N. (2020). The role of green human resource management in driving hotel's environmental performance: Interaction and mediation analysis. *International Journal of Hospitality Management*, 88, 102392.

## Appendix A

### Key expectations of HR Officer Roles

As a human resources (HR) officer you will develop, advise on and implement policies relating to the effective use of staff in an organisation. In the role your aim is to ensure that the organisation that you work for employs the right balance of staff in terms of skill and experience, and that training and development opportunities are available to colleagues to enhance their performance and achieve the company's business aims.

HR departments are expected to add value to the organisation they support. The exact nature of the work varies according to the organisation, but is likely to include: working closely with various departments, increasingly in a consultancy role, assisting line managers to

understand and implement policies and procedures, promoting equality and diversity as part of the culture of the organisation.

☒ 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.

Appendix C

Personal Skills Audit

Name Luiza Hysneli  
 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 |
|-------------------------------------------------------------------------------------------------------------|-----------|------|----------|-------------------------|
| <b>Information Technology</b>                                                                               |           |      |          |                         |
| Use Microsoft Office Word                                                                                   |           | ✓    |          |                         |
| Use Excel spreadsheet                                                                                       |           | ✓    |          |                         |
| Use a Database                                                                                              |           | ✓    |          |                         |
| Use specialist HR software                                                                                  |           | ✓    |          |                         |
| Use the internet                                                                                            |           | ✓    |          |                         |
| Use e-mail                                                                                                  |           | ✓    |          |                         |
| Use PowerPoint                                                                                              |           | ✓    |          |                         |
| <b>Communication Skills</b>                                                                                 |           |      |          |                         |
| 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                                                                                       |           |      | ✓        |                         |
| <b>Problem solving skills</b>                                                                               |           |      |          |                         |
| 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



### Supervisory Management

How much  
experience have you  
had in your role?

< 1 month

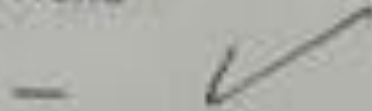


1-3 months

> 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

Date

16-11-23

**Strengths**

What do you do well?  
What unique resources can you draw on?  
What do others see as your strengths?

- Fast learner
- Devotion
- Passion
- Approachable
- Friendly

**Weaknesses**

What could you improve?  
Where do you have fewer resources than others?  
What are others likely to see as weaknesses?

Skills on IT  
Kindness get advised by others

**Opportunities**

What opportunities are open to you?  
What trends could you take advantage of?  
How can you turn your strengths into opportunities?

- Career Development
- Online learning, In work programs

**Threats**

What threats could harm you?  
What is your competition doing?  
What threats do your weaknesses expose to you?

Industry Changes, financial  
larger investments  
Keeping up with new technologies