

WELCOME TO PRESENTATION ON 'TRAINING AND DEVELOPMENT NEEDS FOR A HR OFFICER'

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MODULE CODE: BMSW 5102-A1

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INTRODUCTION

- ❖ Human resources (HR) are an essential aspect of any organization, and it plays a critical role in ensuring the success of the organization.
- ❖ The training and development of HR professionals are key to maintaining a competent and effective workforce that can adapt to changes and drive growth (Boxall, 2021).
- ❖ In this presentation, the focus will be on the necessary skills, knowledge, and behaviours required by HR professionals, with a specific focus on the Tesco.



BACKGROUND OF CHOSEN ORGANISATION (TESCO PLC)

- ❖ Tesco, a multinational retail corporation, has implemented several HR initiatives such as the Tesco Academy, which provides training and development opportunities for all employees.
- ❖ Tesco has also introduced flexible working arrangements to support work-life balance and create a positive and inclusive work environment.
- ❖ The company also uses the "My Performance" system to track employee performance, provide feedback, and set development goals.
- ❖ Overall, Tesco values its employees, promoting diversity, and employee wellbeing (Boxall, 2021).



HR AND HR PROFESSIONALS

- ❖ Human resources (HR) is a vital function within organizations that manages employee-related tasks such as hiring, onboarding, training, compensation, benefits, and performance management.
- ❖ HR ensures that organizations have the right people, with the right skills, in the right roles, to achieve business objectives (Armstrong, 2017).



- HR professionals are the individuals responsible for carrying out these functions.
- They work to support and enhance the employee experience, aligning the organization's goals with its workforce (Lawler, 2019).

APPROPRIATE KNOWLEDGE FOR HR PROFESSIONALS IN TESCO

- Employment law and regulations
- Recruitment and selection
- Performance management
- Training and development
- Compensation and benefits

(Boxall, 2021)



APPROPRIATE SKILLS FOR HR PROFESSIONALS IN TESCO

- Communication skills
- Organizational skills
- Problem-solving skills
- Strategic thinking
- Leadership skills

(Jackson, 2020)



APPROPRIATE BEHAVIOURS FOR HR PROFESSIONALS IN TESCO

- Ethics and integrity
- Collaboration
- Adaptability
- Customer focus
- Continuous improvement

(Armstrong, 2017)



SWOT ANALYSIS

Strengths

- **Good communication skills**
- **Strong organizational skills**
- **Positive attitude towards learning**
- **Basic knowledge of HR practices**
- **Good interpersonal skills**
- **Enthusiastic about working in HR**
- **Detail-oriented**
- **Good time management skills**

(See Appendix A)

Weaknesses

- **Limited work experience in HR**
- **Lack of knowledge in specific areas of HR, such as compensation and benefits or employment law**
- **Limited exposure to a fast-paced working environment**
- **Limited experience with complex HR software systems**
- **Need to improve problem-solving skills**
- **May lack confidence when communicating with senior management**

SWOT ANALYSIS

Opportunities

- Opportunity to gain hands-on experience in HR practices
- Chance to learn from experienced HR professionals in Tesco
- Opportunity to attend HR training and development programs
- Exposure to different areas of HR, such as recruitment and employee engagement
- Possibility to develop specialized skills in compensation and benefits, employee relations or talent management (Jackson, 2020)

Threats

- High competition for HR jobs in the industry
 - Uncertainty and changes in the business environment due to COVID-19 pandemic
 - Changes in employment laws and regulations
 - Risks of data breaches or security threats related to handling employee data
 - Possibility of high turnover rates in the organization (Boxall, 2021),
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TRAINING AND DEVELOPMENT NEEDS

Knowledge

- Basic HR principles and practices
- Data protection laws and regulations
- Employment laws and regulations
(Boxall, 2021)



TRAINING AND DEVELOPMENT NEEDS

Skills

- Problem-solving skills
- HR software systems
- Specialized HR skills (Armstrong, 2017)



TRAINING AND DEVELOPMENT NEEDS

Behaviour

- Confidence in communication
- Time management
- Customer focus (Jackson, 2020)



CONCLUSION

- The presentation has covered important topics related to HR training and development in the context of the Tesco.
- The focus was on the necessary knowledge, skills, and behaviours required by HR professionals. It covered the SWOT analysis and highlighted the importance of ongoing training and development for HR professionals.
- By investing in the training and development of HR professionals, organizations like Tesco can ensure that they have a competent and effective workforce that can adapt to changes and drive growth.

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QUESTIONS?

The background features a collage of financial data visualizations. In the top left, a bar chart shows four bars of increasing height in yellow, orange, teal, and blue. To its right, a line graph with a yellow line and blue markers shows an upward trend from January to August. Below the bar chart, another bar chart with teal bars shows a fluctuating trend. In the bottom left, a line graph with a black line shows a sharp increase, with a green line indicating a '5 DAY CHANGE \$6.00%'. To the right of the notebook, a donut chart is divided into blue and grey segments, with a white pen resting on it. Below the donut chart, a bar chart with teal bars is labeled 'Product'. At the bottom, a large table of financial data is visible, with columns for various metrics and rows of numerical data.

APPENDIX A (SKILL AUDIT)

	Very good	Good	Adequate	Little or no experienc
Information Technology				
Use Microsoft Office Word	√			
Use Excel spreadsheet		√		
Use a Database		√		
Use specialist HR software		√		
Use the internet		√		
Use e-mail		√		
Use PowerPoint		√		

APPENDIX (SKILL AUDIT)

	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		√		