



Prifysgol Cymru
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- BA LEADERSHIP AND MANAGEMENT SKILLS FOR THE WORKPLACE

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Introduction

- The presentation will be based on understanding the needs concerning the training and development of an HR officer with reference my workplace (Tesco).
- Tesco was established in 1919 and headquartered in Hackney, London England Tesco belongs to the retail industry. the major products of Tesco involve the supermarket superstore and convenience shop.
- Type Public limited company
- the revenue was £57.887 billion
- total equity 15,644 billion(2022)
- Number of employees 354,744 (2022)
- structure



Skills

Human Resource Officers play a major role in determining the success of businesses with better management of not only human resources but every other related area across departments (Armstrong and Taylor,2020)

In the process, it becomes crucial for HR to process certain key skills that will determine their performance, effectiveness, and success in the organisation like Tesco

Communication skills become the first key skill that every HR must have to communicate with professionals from different departments and the employees of the workplace they are assigned to.

Organisational skills are also important for the development of an effective HR followed by effective decision-making skills.

Their leadership abilities, presentation skills , motivation skills, and multitasking skills are some other skills necessary for the development of an effective HR (Storey,2023)



Behaviours

The character traits of individuals play a key role in determining that HR officers should be highly credible as well as strongly endorsed by powerful traits

Somme of those key traits can include being courageous, future-oriented, solution-driven, inquiring and critical thinker, understanding and caring , and collaborative (Stone et Al.,2020)

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2 Conduct a personal skills audit for my self including a SWOT analysis (with the use of Appendix B & C) and identify training and development needs considering the knowledge, skills and behaviours I identified in 1

PERSONAL SWOT

Strengths

- What do you do well?
- What unique resource can you draw on?
- What do other see as your strengths?
- *communication skills
- *Negotiation skills
- *Decision-making-skills
- *Leadership skills
- *Presentation skillsTesco
- *Interpersonal skills

Weaknesses

- What could you improve?
- Where do you have fewer resources than others?
- What are others likely to see as weaknesses?
- *conflict resolution
- *Problem-solving
- *Resource allocation
- *Effective performance management individuals

Opportunities

- What opportunities are open to you?
- What trends could you take advantage of?
- How can you turn your strengths into opportunities?
- *flexible courses available for the development of competencies,
- *opportunity to work on my skills and achieve what training and development.

Threats

- What threats could harm you?
- What is your competition doing?
- What threats do your weaknesses expose to you?
- *competition from other move experienced applicants
- *Rising and changing demands and needs of organisations like Tesco

Skills Audit 1

Name Henri william				
Job Role: Human Resouce officer				
	Very good	Good	Adequate	Little or no experie
Information Technology				
Use Microsoft Office Word	x			
Use Excel spreadsheet	x			
Use a Database		X		
Use specialist HR software				
Use the internet	X			
Use e-mail	X			
Use PowerPoint	X			
Communication skills				
Drafting contracts of employment		X		
Taking note of disciplinary hearings write reports		X		
Produce material to support presentations		X		
Delivering a training session			X	

Skills audit 2

Resolving disputes complaints interviewing				x	
Advising on HR issues		x			
Problem solving skills	Very Good	Good	Adequate	Little or no experience	
Make good use of verbal reasoning skill, able to handle complex data, and make selective use of information					

Identification of the training need

- The training needs that could be identified with the help of SWOT analysis were that I required appropriate training sessions and close coaching for my conflict resolution skills.
- I need an appropriate course or professional support so that I can better utilise current and advanced information technologies
- In terms of problem-solving, I will need to participate in real-life problem-solving situations and learn firsthand from experts.



The potential benefits to Tesco of developing me as an HR officer using effective training and development

- My development as an effective HRO can benefit Tesco in increasing the effectiveness of its human resource management
- It can also contribute to increasing the performance of employees in the workplace and their overall management. Effective and well-trained HRO can contribute to an organisation by increasing their employee development, compensation and benefits (Aburumman et al., 2020)
- Effective HR officer is not only essential for Tesco to better manage its employees but also to determine that many of its HR systems are being managed effectively while allowing the company to perform better (Zhu, 2019).



Potential benefits to myself as individual of developing as an HR officer using effective training and development

- With proper training and development, I will be able to achieve my professional goals while also contributing more to the company and the personnel
- It will not only build my confidence but also help me provide stronger and more appropriate recruitment, training , and onboarding to Tesco's employees



Conclusion

- The presentation included a thorough understanding of how and why training and development are essential for an individual to succeed focusing on the job role of an HR Officer at Tesco.
- In consideration of the needs and requirements of this job role, this study provided a better understanding of the knowledge, skills, and behaviours necessary for every HR professional across different departments.
- Then, a personal SWOT and skills audit of the learner was included in the study after which the need for the learner to receive proper training and development was identified.
- It also involved a critical assessment of the benefits received by the company and the individual with the development and training of the learner as an effective HR Officer.

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