

Training and Development needs for a HR officer

Module: Developing Relationships and
Workplace Achievements

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Introduction



One of the crucial resources in an organisation is its workforce which facilitates each and every activity that significantly contributes to obtaining the ultimate goals and objectives of the organisation. To be successful, it is very important to maintain good relationships with employees. The human resources (HR) department is responsible for recruiting, managing, providing training and terminating employees in an organisation. And, the importance of the training and development for HR professionals in an organisation has been demonstrated in the presentation. For this presentation, the name of the chosen organisation is *Avenues Group Company*.

Overview of the organisation



It is a charity that has
its work in 1993.

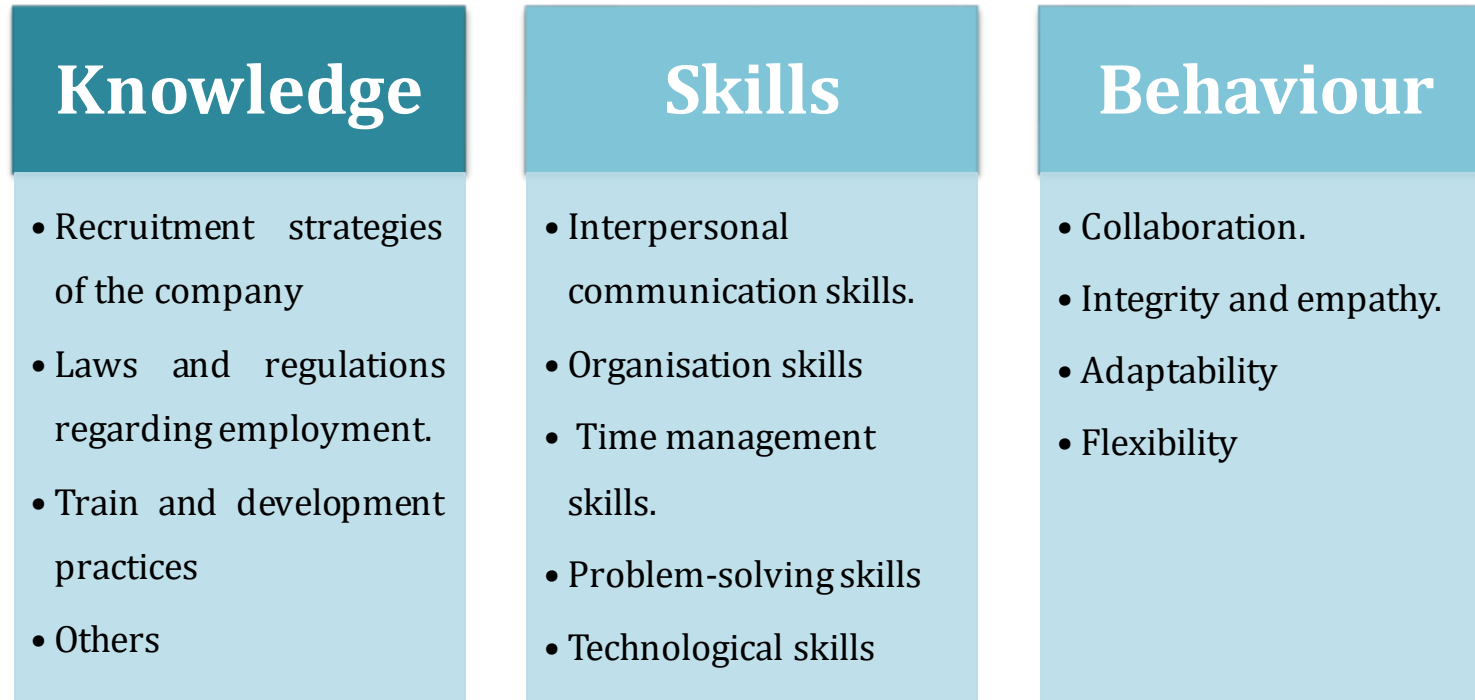
It aids individuals in
learning about
disability and autism.

It has more than one
thousand and eight
hundred employees

At present, the Chief
Executive Officer is Jo
Land.

It involves more than
thirty different
organisations.

The required knowledge, skills and behaviour for HR professionals



Personal SWOT analysis

Strengths

- Good interpersonal communication skills.
- In-depth knowledge regarding employment laws and regulations.
- Good collaboration skills.
- Proficiency in using technology

Weaknesses

- Lack of proper problem solving skills.
- Poor organisation skills.
- Lack of appropriate decision making skills

Opportunities

- Strategic HR roles and responsibilities.
- Opportunity to continuous improvement.
- Training and development programs

Threats

- Rapid changes in technology.
- Resistance to change.
- Economic uncertainty.

The necessity of training and development

To improve decision making ability

To improve team management ability

To improve problem solving skills.

To enhance technological skills

To ensure continuous improvement.



The potential benefits to the organisation of HR training and development

Obtaining a strategic and improved recruitment and talent acquisition process

Ensuring effective employee relation and engagement.

Ensuring and managing diversity and inclusion in the workforce

Evaluating employee performance properly

Improving the overall performance of the organisation

The potential benefits to individual of HR training and development



Conclusion

One of the crucial departments in an organisation is the HR department which is responsible for recruiting, managing, providing training and terminating employees. To serve an organisation as an HR professional, one must have some specific pieces of knowledge, skills and behaviour like interpersonal communication skills, organisation skills, problem solving skills, decision making ability, knowledge regarding employment laws and regulations, adaptability, flexibility and so on. By organising training and development programs, an organisation can improve one's problem solving skills, decision making skills, organisation skills, and so on. However, the potential benefits of providing training to employees are strategic and improved recruitment process, improved employee engagement and relation, employees' personal growth and professional development and so on.

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Appendix-A

Key expectations of HR Officer Roles of Avenues Group of Company

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-B

Strengths	Weaknesses
• I have good interpersonal communication skills. • I have in-depth knowledge regarding employment laws and regulations. • I have Good collaboration skills. • I have Proficiency in using technology	• I have poor problem solving skills. • I have poor decision making skills. • I have poor organisation skills
Opportunities	Threats
• Opportunity to perform strategic HR roles and responsibilities in the organisation. • Opportunity to continuous improvement. • Opportunity to attend various training and development programs	• Rapid changes in technology. • Resistance to change. • Economic uncertainty. • A high level competition in the job market

Appendix-C

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

	Very good	Good	Adequate	Little or no experience
Communication Skills				
Drafting contracts of employment		X		
Taking notes of <u>disciplinary hearings</u>		X		
Write reports				
<u>Produce material</u> to support presentations	X			
Delivering a training session	X			
Resolving disputes/complaints		X		
Interviewing		X		
Advising on HR issues				X
	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	X			