

Developing Relationships and Workplace Achievements

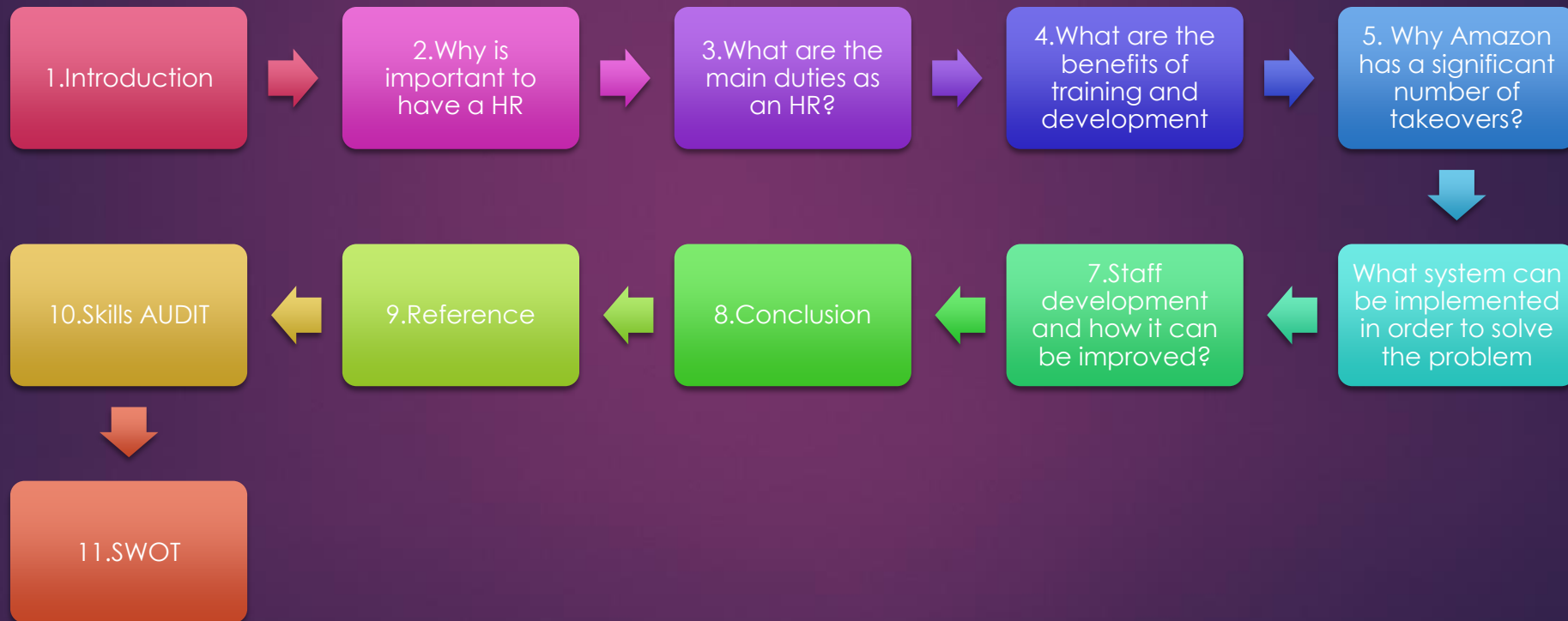
[BMSW 5102]

TOPIC: TRAINING AND DEVELOPMENT NEEDS FOR AN HR OFFICER AT AMAZON

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Introduction:

- Amazon is a global technology company that has rapidly grown in recent years, with a workforce of over one million employees worldwide. With such a large and diverse workforce, it is crucial for Amazon's Human Resources (HR) department to have highly skilled and knowledgeable HR officers who can effectively manage employee training and development programs.
- The purpose of this presentation is to identify the key training and development needs of an HR officer at Amazon

Why is important for Amazon to have a HR?

Amazon, like any other company, needs an efficient and effective Human Resources (HR) department to manage and support its workforce. Here are a few reasons why HR is important for Amazon:

1. Recruitment and retention
2. Training and development
3. Compliance
4. Employee engagement

What are the main duties as an Amazon HR?

▶ The main duties of a HR officer at Amazon may vary depending on the specific role and responsibilities. However, some of the key duties that are typically associated with HR at Amazon include:

- ▶ Recruitment and staffing
- ▶ Performance management
- ▶ Employee relations
- ▶ Benefits and compensation
- ▶ Training and development

What are the benefits of training and development at Amazon?

Training and development at Amazon can offer a number of benefits to both the company and its employees. Here are some of the key benefits:

Increased productivity



Better customer service



Innovation



Improved morale

Why does Amazon has a significant number of turnover?

- Amazon has engaged in a significant number of turnovers and acquisitions to diversify its business, acquire talent, vertically integrate its supply chain, and gain a competitive edge. This approach has been a crucial part of Amazon's growth strategy, allowing the company to expand into new markets and stay ahead of its rivals.



What System can Amazon introduce in order to reduce the significant number of turnovers?

- ▶ To reduce the need for turnovers, Amazon could focus on developing its internal capabilities through investments in research and development (R&D), expanding existing operations, and employee training. Strategic partnerships could also be considered to share resources and expertise.



(Harini Thyagarajan, 2020)

Staff development at Amazon, and how they can improve it?

- Staff development is an important area of focus for Amazon, which is committed to providing its employees with opportunities to learn, grow, and develop their skills. However, there is always place for improvement.



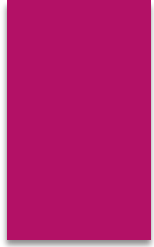
(Amazon Career Choice)

To improve staff development, Amazon could consider a number of strategies, such as:

Offering more formal training programs: While Amazon already offers a range of training and development programs for its employees, the company could consider expanding these offerings to include more formal training programs, such as workshops and courses offered through third-party providers.

Providing more mentoring and coaching opportunities: Amazon could also enhance its staff development efforts by providing more opportunities for employees to receive one-on-one coaching and mentoring from experienced colleagues or external experts.

Encouraging continuous learning: Amazon could also encourage continuous learning among its employees by promoting a culture of ongoing education and professional development, and by providing access to a wide range of resources and tools to support learning and growth.



Strengths: • Large pool of talented employees to choose from • High levels of employee satisfaction and engagement	Weaknesses: • High turnover rates in some areas, which can be costly and disruptive to the organization • Need to continually update and improve HR practices and processes to keep pace with changing industry trends and best practices.
Opportunities: • Developing more robust and innovative training and development programs to support employee growth and career advancement • Collaborating with other departments and business units to better align HR strategies with overall business goals	Threats: • Competition for top talent from other companies in the industry • The risk of losing key employees to other organizations or to competitors

Conclusion:

In conclusion, training and development are essential for the success of Amazon's HR department and the company as a whole. By investing in the skills and knowledge of its employees, Amazon can increase productivity, innovation, and employee satisfaction. By providing opportunities for career growth and development, HR officers at Amazon can attract and retain top talent, while also supporting the company's mission to be a leader in innovation and customer service.

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Appendix

Appendix C

Personal Skills Audit

Name Leonard Hondor
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
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 disciplinary hearings	X			
Write reports		X		
Produce material 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