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LEVEL 5. REPORT

Developing Relationships and Workplace Achievements

Introduction

- The presentation is highlighting the importance of the personal knowledge, skills and behaviours that are required in an organisation for being an HR office.
- All the personal and interpersonal skills have been highlighted in terms of overviewing the roles and responsibilities of HR.
- There has been an identification of the training needs as well as the development which is required for the development of my HR abilities in the organisation.
- It is also highlighting the potential benefits to the organisation and individual of developing myself as an HR officer through effective training and development with a brief explanation.

Highlighting an analysis that is carrying out the importance of the knowledge and skills in terms of HR roles and responsibility in an organisation for the development of the performance of the individuals. This is completely based on my interpersonal and personal abilities which are based on my current companies.

Importance of knowledge, skills and behaviours (KSB)

- **Knowledge:** It highlights the experience gained information based on various facts and figures, highlighting the mediums such as from reading books, blogs, posts, magazines and many more (Moore, 2021).
- **Skills:** This highlights the ability to do something on a significant task or job highlights the core of the career competency which can be adopted by the practices of learning.
- **Behaviours:** Highlighted as the mannerism and the range of action made by the individuals based on their personality and communication styles (Akram *et al.*, 2020).

Speaker Note: It can be identified that the knowledge, skills and behaviours are highly crucial in terms of hiring someone in the organisations, apart from their qualifications. Those individuals need some theoretical knowledge and skills based on the qualification for applying it to practical use. For an interviewer, qualification stands for the proof of skills. Knowledge can be highlighted as the practical and theoretical information along with the skills of facts which can be acquired

by an individual through learning and experience. Individuals require well-developed skills for being in an organisation which highlights productivity and performance in the significant field. The behaviour helps to act as a competent person in the occupation as that represents the core attributes of that individual.

KSB is required by HR professionals across the departments

Knowledge, Skills and Behaviours are required for Hr professionals across the departments.

- **Knowledge:** Recruitment and Selection, Performance management, succession planning, learning development, Human resource management along with HR data analytics.
- **Skills:** Communication skills, proactivity, recruiting and selection, advising, coaching, and administrative expertise, etc (Alikaj Ning and Wu, 2021).
- **Behaviours:** Transparency and being trustworthy, Purpose oriented, Technology savvy, Adaptability and versatility, and solutions-oriented.

Speaker Note: The importance of these three factors were combined with communication which is arguably a crucial skill a human resource manager must possess in the HR profession. It has been identified that a qualified HR manager requires robust verbal and written communication skills which helps the individuals for doing their daily tasks (Alikaj, Ning and Wu, 2021). It can be identified that the HR manager must require four primary competencies which include analysis abilities, relationship-building skills, communication and leadership qualities. This creates a high personality trait that helps to demonstrate how an individual must respond to change (Bos-Nehles, Renkema and Janssen, 2017). Individuals with high adaptability are often described as adaptable and flexible, with the ability to be team players.

Overview of HR Officer responsibilities

Among the roles and responsibilities of the HR officer responsibilities, it can be highlighted from the given **Appendix A**.

- Promoting equality and diversity among individuals is a part of the culture of the organisation.

- Recruiting the individual which highlights the involvement of the job description along with personal specification, preparing job adverts, shortlisting, selecting the candidates, and interviews highlighting the skills.
- Negotiating with the staff along with representatives along with administering the payroll and maintaining the employee records.

Speaker note: The HR manager has several roles and responsibilities in the organisation which highlights the individuals being managed and controlled by the psychological laws, interpreting and advising on the employment laws and regulations. This highlights the significance in the staff performance along with the health and safety (Bos-Nehles, Renkema and Janssen, 2017). HR is responsible for understanding and implementing the policies and the procedures while negotiating with the working conditions and the performance management of the organisation.

Personal development Audit

- This highlights the problem-solving, communication skills, and information technology in terms of considering the personal development skills as referred to in appendix B, when I was working in my own organisation.
- All the interpersonal skills and the personal skills are being highlighted perfectly in terms of being an HR manager or the leadership and management development, as I was recruited as an HR officer.
- I acquired experience of more than three months as well as handled over 1-2 candidates in terms of recruiting and selecting as well as managing the management in my own organisation.

Speaker note: I have acquired a vast lot of skills in problem-solving, communication and information technology, where I have knowledge about solving the problematic areas of the organisation, exploring solutions in new ways to solve a problem. Furthermore, I acquire the ability to produce the materials as well as support the training sessions to the employees as well as resolve disputes. In terms of information technology, I have the ability to utilise Microsoft Office, Powerpoints, excel sheets, databases and e-mails.

Identification of the training and development needs considering the knowledge, skills and behaviours

- As per Appendix B, it requires a little amount of training and development based on knowledge, skills and behaviours to highlight the best performance as HR (Ozkeser, 2019).
- All the Behavioural skills such as Transparency and being trustworthy, Purpose oriented, Technology savvy, Adaptability and versatility, and solutions-oriented need to be oriented and trained.
- Behavioural skills training needs to be executed as it will help to blend the skills which are required for the highlighting of interpersonal skills (De Mauro *et al.*, 2018).

Speaker note: It has been identified that I require several variations of the general modes which involve modelling, verbal instruction, rehearsal, feedback as well as skills that help to role-play. This will help me explain more about my learning and personal abilities (Zeebaree, Shukur and Hussan, 2019). In terms of training, belong the skills which are necessitated in the effective communication, engaging with productive emotions and engaging attitudes as well as helping in the interpersonal relationships enable employees to perform well in the workplace and with the other team workers (Ozkeser, 2019). Though I acquire every ability which can make me an effective and eligible HR officer for any organisation as I have built the abilities through my previous organisation.

Potential benefits to the organisation and individual of developing myself as an HR officer through effective training and development

- They will be providing management with a culturally diversified workforce.
- The discrimination and favouritism or groups will not be tolerated as that is against the employment law.
- Proper inspiration and motivation to the employees in terms of creating the ability to perform effectively in the organisation.

- There will be a decreased amount of conflicts and misunderstandings in the workplace as the communication ability is highly where the problems can be solved verbally.
- The ability to deliver the training session by taking notes effectively in the organisation by administering the training needs of the employees.
- I have the ability to make good utilization of the verbal reasoning skills as well as the selective use of informative data which is applicable for the training purpose.
- The recruitment and the selection of the right candidate who is going to be the actual fit for the organisation based on the qualification and skills.
- Optimisation of performance enhances the productivity and the profitability of the company highlighting the brand image and customer engagement.

There are the benefits and advantages which the organisation would get after selecting me as their HR manager.

Recommendation for further improvements

- Showing the real interest in the team members by cooperating with them and motivating them towards the productivity and the profitability of the organisation (Maheshwari *et al.*, 2017).
- I need to be assertive along with practice empathy among the individual in the workplace.
- I should control my emotions on everything in terms of problem-solving and decision making in the organization.

As I have high and effective communication skills for being an HR officer in the organisation which highlights effective tools in terms of interpersonal skills. But there is a great requirement of improvement in other things for building up my interpersonal skills in the organisation (De Mauro *et al.*, 2018). This can be developed with the help of cultivating a positive outlook which is an effective practice.

Conclusion

It has been identified that a qualified HR manager requires robust verbal and written communication skills which helps the individuals for doing their daily tasks. Based on this, I acquired an experience of more than three months as well as handled over 1-2 candidates in terms of recruiting and selecting as well as managing the management in my own organisation. I have knowledge about solving the problematic areas of the organisation, exploring solutions in new ways to solve a problem. For the purpose of recommendation, it has been identified that I require several variations of the general modes which involve modelling, verbal instruction, rehearsal, feedback as well as skills that help to role-play. This will help me explain more about my learning and personal abilities.

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