

# **TRAINING AND DEVELOPMENT NEEDS FOR AN HR OFFICER – ASSESSMENT 1**

**Program: BA(Hons)Leadership and management skills for the workplace**

**Module name: Developing relationships and workplace achievements**

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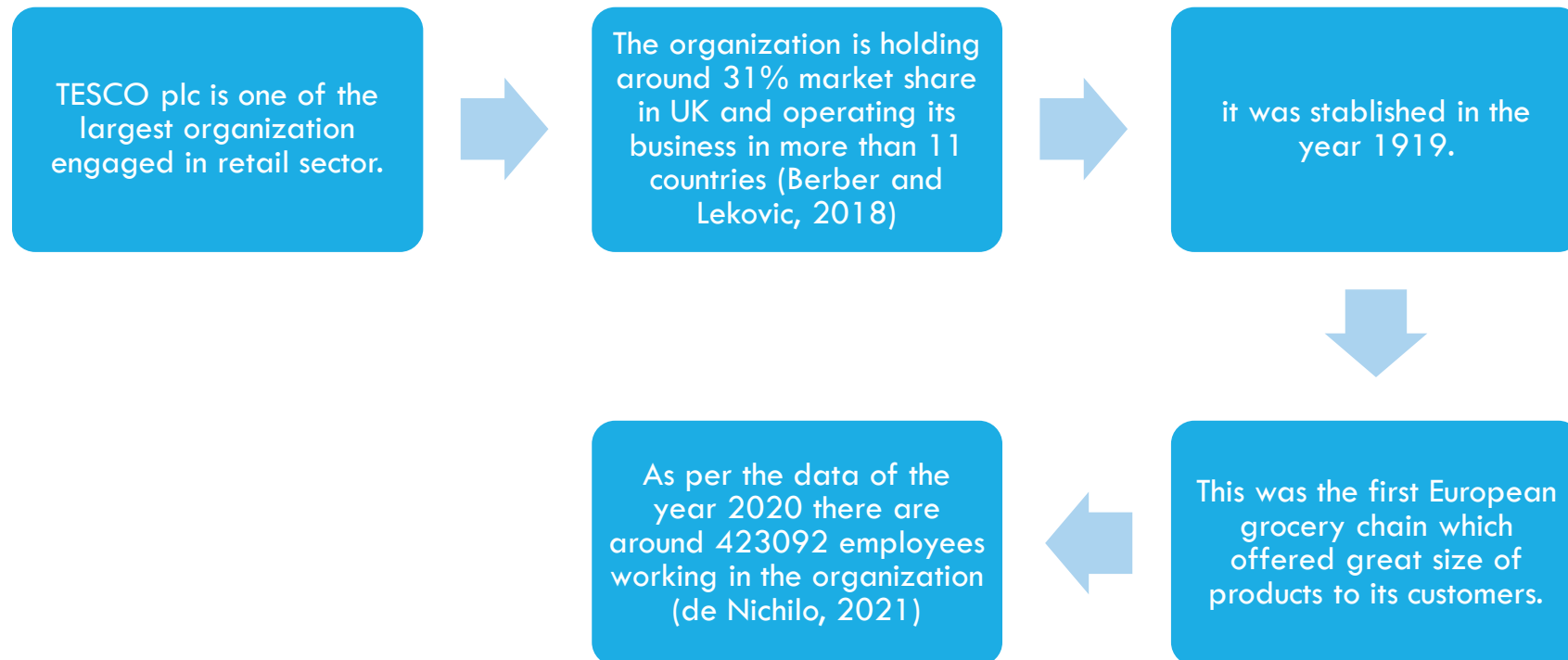
# INTRODUCTION

Human resource management is the course of action where range of tasks are performed in order to manage human resources efficiently.

The presentation would be discussing the knowledge, self-skills and behaviors required to fulfil better role of HR professional (Ali, Shafii and Shahimi, 2020)

Mainly organization is providing kind of retain items but having its business quite wider, also working in some different industries too but firmly known for its higher performance in retail sector (Singh and Koneru, 2022)

# ORGANIZATION INTRODUCTION



# KNOWLEDGE, SKILLS AND BEHAVIOR REQUIRED BY HR PROFESSIONALS

A HR professional is supposed to have a greater understanding since this is the position where all key human resources-related decisions are taken. With this respect, there is the KSB analysis-

## Knowledge

Good knowledge of developing and executing staffing-related policies, also making sure that the staff is quite suitable (Köchling and Wehner, 2020)

Policy-related understanding such as better grip over personal specifications, knowledge of making job advertisements, checking the received application forms, carrying out shortlisting procedures, etc.



# SKILLS

Skills to analyze training needs in an organization.

Making up long-term staff requirements so can lead the organization to be competitive and highly active.

Planning for training and development also needed to have skills to decipher the training needs of employees.

Better understanding to carry out induction for new personnel. This is a highly demanded skill since the higher performance of new employees can only be ensured with greater skill (Jalili, and Ghaleh, 2020)

Skill of communication is also demanded since the person would work with different departmental managers where his skill of communication would pave the way forward (Valecha, 2022)

# BEHAVIOR

Politeness is a major behavior need since an HR professional is a person who daily performs a range of tasks being there with employees so in such a predicament it cannot afford to be radical by nature. Rigidity may affect his actions (Cheng and Yin, 2022)

Honesty is another aspect for a HR. this is the person who is having responsibility to make sure proper flow of business. there are multiple tasks are performed such as salary pay, making payrolls, promotion, demotion, etc. so in these works, it is supposed to be honest (Kertarajasa, Marwa, and Wahyudi, 2019)

Etical practice-building trust by role modeling ethical behavior and applying principles and values consistently in decision-making. (Armstrong, and Taylor,2020)

# SWOT

## Strengths

I do my HR professional related tasks quite good.

Having great ability and good knowledge of my professional realms.

I have highly affluent skills when it comes to deal with human being.

I have some unique resources such as ability to make sure prioritization.

Analytical abilities.

Flexibility in making decision.

Others believe that I have great ability of dealing with situation.

My behaviors with employees is highly humble which makes people trust in me.

## Opportunities

Now post pandemic market is offering great scope to the organization so with better planning and implementation may bring higher.

The market trends are showing that with highly skilled employees the organizations are making higher success so this can be used for our professional success.

As my strength is to have good communication then with this skill I can bring better employees to the organization and can make sure strong communication with them.

## Weaknesses

Too much focusing is one of the biggest weakness.

Sometimes face problem when it comes to say “NO” to the employees.

Quite critic when it comes to my working ability.

I get overburdened sometimes, even when there are no such needs.

When it comes to subordinates then I believe that due to wider dysphoria of our organization I got fewer subordinates than others which has been a great weakness for me.

Others are more likely to see my wider area of serving as my weakness which is supposed to be a weakness.

## Threats

The higher rate of employee turnover may be a big threat. If the competitors start recruiting employees that our organization needs. As HR professionals have to offer a good salary to keep them.

Data privacy. The protection of personal data is very important. If the organization does not follow the regulation of the legislation it will lead to lawsuits.

# CRITICAL ANALYSIS OF THE BENEFITS OF TRAINING AND DEVELOPMENT AS A HR OFFICER

## Benefits to the organization

Over the time it is seen that with the help of appropriate training and development an organization may take advantage in higher proportion. The fact cannot be rejected that there would be higher cost at beginning but it will return in longer run.

The very first advantage to the organization is to have a highly skilled HR professional (Plant, Barac and Sarens, 2019)

With the help of training and development those areas of my performance can be dealt which are somehow making my final outcomes poor.

## Benefits to the individual

Being a professional this training and development program would lead my skills upward and I would be able to hike my professional competence.

As present due to some negatives or weaknesses I am not able to perform on merit so this training would strengthen me.

The personal traits such as good problem solving skills, understanding other human resources, dealing with people, negotiating with employees these all skills which are nothing but just transferable skills.

## Importance of HR Training



# CONCLUSION

From the presentation above it can be summarized that the role of HR officers is quite essential to the success of an organization.

The presentation has discussed KSB factors which are intended to be highly essential.

The presentation also presented greater insights of personal skills applying SWOT analysis.

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# PERSONAL SKILLS AUDIT

**Name:**PETRANKA NACHEVA **ID:**2030728

Job role: Human Resource Officer

|                                           | Very good | Good | Adequate | Little or no experience |
|-------------------------------------------|-----------|------|----------|-------------------------|
| <b>Information Technology</b>             |           |      |          |                         |
| Use Microsoft Office Word                 | ✓         |      |          |                         |
| Use Excel spreadsheet                     |           | ✓    |          |                         |
| Use a Database                            |           |      | ✓        |                         |
| Use specialist HR software                |           |      | ✓        |                         |
| Use the internet                          |           | ✓    |          |                         |
| Use e-mail                                |           | ✓    |          |                         |
| Use PowerPoint                            | ✓         |      |          |                         |
|                                           | Very good | Good | Adequate | Little or no experience |
| <b>Communication Skills</b>               |           |      |          |                         |
| 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 | ✓         |      |          |                         |
| Explore more than one solution in order to solve a problem                                                  |           | ✓    |          |                         |
| Consider the ideas of others to help solve problems                                                         |           |      |          | ✓                       |

**Supervisory Management**

|                                                       |  |           |            |            |
|-------------------------------------------------------|--|-----------|------------|------------|
| <b>How much experience have you had in your role?</b> |  | < 1 month | 1-3 months | > 3 months |
|                                                       |  |           |            | ✓          |

|                                                          |      |     |         |
|----------------------------------------------------------|------|-----|---------|
| <b>How many people have you managed at any one time?</b> | None | 1-5 | Above 5 |
|                                                          |      |     | ✓       |

**I declare that the information given in this form is true**  
**Signed: PETRANKA NACHEVA ID:2030728**

**Date: 20/11/2022**

THANK YOU