



Prifysgol Cymru
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University of Wales
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BA (Hons) Leadership and Management Skills for the Workplace

Module: Developing Relationships and Workplace Achievements

Module code: BMSW 5102-A1

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Assignment Title: Individual Presentation on - 'Training and Development needs for a HR officer'

Company background

- The company specialised in Indian and Bangladeshi curry service. Lack of staff and the Covid-19 Pandemic forced the company to close down.
- After the pandemic, the owners decided to reopen but as Burger and Curry house. Where I am hired as an HR trainee.
- The business is run by a small group of people now, using more technology- digital machines, software, and third-party business partners for trade.

What is Human Resource Management (HRM)?

- Is about how people are employed, managed and developed in an organization. HRM is delivered utilizing the HR system, which operates within the framework provided by the HR architecture system [1] (Armstrong, 2020).
- **The Strategic HRM-** used by large organisations along with normal HR structure helps maintain a positive employment relationship between management and employee [1] (Armstrong, 2020).
- **The Goals of HRM**
Support the organization in achieving its objectives by developing and implementing by setting Smart Goals (HR), strategies which are integrated with the business strategy [1] (Armstrong, 2020).

Role of HRM many responsibilities of the department as are follows:

- **Development of staffing plan-** to see how many people they should hire based on revenue expectations.
- **Development of policies to encourage multiculturalism at work-** variety backgrounds workforce is important. It encourages open-mindedness amongst different groups of people and it dispels negative stereotypes.
- **Recruitment-** involves finding adequate people to fill the open positions.
- **Selection-** people will be interviewed and selected, and a proper compensation package will be negotiated, followed by training, retention, and motivation [12] (University of Minnesota. 2016).

WHAT IS **WORK CULTURE**?

Cumulative impact on employees of:



Leadership practices



Employee behavior



Workplace amenities



Organizational policies

[6] (Mallick, 2020).

- **Why Is Workplace Diversity Important?** [4] (Business Psychology, 2020).
- *Internal Diversity*: born with: race, ethnicity, cultural identity
- *External Diversity*: related to a person which also can change in time: Education, personal interest, appearance
- *Organizational Diversity*: characteristics within a workplace, job function, position, management status
- *Worldview Diversity*: includes internal, external, and organizational diversity characteristics, other factors, political beliefs, moral values and one's outlook on life.
- **Diversity as part of the culture in the organisation:** projects equality, People generally respond in the manner in which they are treated [9] (Mullins and E. McLean, 2019).

What are the required skills for HR? (Hard and soft) [6] (Mason, 2020).

- Hard skills- Legal knowledge, Technology competency, Finance Managing.

Understand and implement HR practices and legislation of the organization.

According to the World Economic Forum's report "The Future of Jobs," 2020) [10]

(Nawa, n.d). Also, pose crucial transferable soft skills:

- **Communication**- resolve conflict, uphold company standards, and communicate clearly and effectively with colleagues.
- **Leadership** skills ability to take control and responsibility for own work and others, opportunities for promotions or pay rises
- **Organisation**- training and development, organising company events.
organisational skills help busy HR teams stay productive [6] (Mason, 2020).

Personal skills audit – SWOT Analyse

- Strength- team worker, good communication skills, able to follow instructions, work independently, loyal & sincere to the job.
- Weakness- lack of research skills. Slow on writing and IT skills, weak in negotiation, too quickly trust people, listening.
- Opportunity- opportunity to take partial partnership. Can carry on further studies. Securing long-term position
- Threats- give too much priority to commitment, overlook my well-being, Lack of experience, being favourable, weakness can become a threat.
- Learning does not stop when you start work. You CPD, set Smart Goals to enhance and develop further skills.

Smart Goals- Development and Training-

knowledge and skills can influence employee's behaviours

- Prioritised the most essential training required.
- 1. Required digital computer skills- In-house training of company catering IT software- 3/6 months, evaluate the achievement and training effectiveness.
- 2. Negotiation- Observe leaders, Take part in public speaking masterclasses, Practise at home, watch related videos- interpretation by entering a discussion with colleagues with complex topics [6] (Mason, 2020).
- 3. Writing/Typing skills- Improve posturing position, read, concentrate on the accuracy of the words, and get familiar with the keyboard. Write slow, take notes, and practise continuously until reached a satisfactory level.

Benefits of developing and training employees

Disadvantages

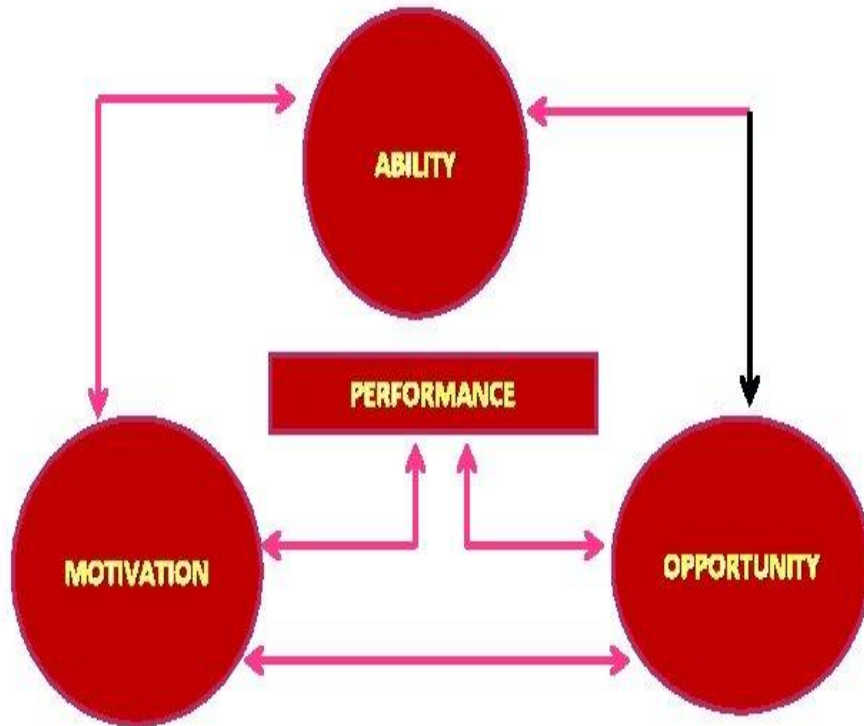
- Can take a long time
- Costly
- Training worth the cost but low Budget
- Short-day training still loss day of business
- Expectation of a pay rise
- Fall behind productivity
- Chance of not achieving desired results
- Employee leaving after training

Advantages

- Train on the job
- Less costly in-house training
- A better understanding of services/products
- Work independently- (free up leaders)
- Increase productivity
- Encourages team-building
- Increase employee retention
- More engaged staff
- Strengthen loyalty and job satisfaction

The 'AMO' formula by Boxall and Purcell, 2003.

PERFORMANCE IMPACT



- Ability + Motivation + Opportunity to perform. The formula provides the basis for developing HR systems that attend to employees' interests, their skill requirements, motivations and the quality of their job [1] (Armstrong, 2020).
- When employees are treated with respect and valued, given the necessary attention to their needs people work better and become an asset to the company. A positive attitude and appraisal plan (rewards/promotion/training) inspire to achieve desired organizational goals.

Conclusion

Vilfredo Pareto Analysis of 80/20 - *Choosing the Solution With the Most Impact*

The Pareto analysis explains that 80% of the benefit of projects can be achieved by doing 20% of the work [8] (Mindtools, 2009).

■ **80% INPUT ----->>>20% OUTPUT 80% OUTPUT<<<-----20%INPUT**

The training of staff has many benefits to the organisation and its employees.

- Having well-trained HR management in place will help the organisation to develop and retain workers who can perform well and accomplish the objectives.
- Well-trained HR can determine whether training is the right solution to a workplace problem. What type of resource is needed and or it's worth it, saving company costs.
- Renew motivation, skills, and strengthened morale. Training should be a fundamental requirement for all businesses, to achieve company mission and vision [2] (AWE, 2018).
- If you have the "Know How". With well equipped HR/employees, organisation can achieve 80% of production/projects with 20% of human power.

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Appendix B: My personal skills audit SWOT Analyse (Diagram-Author)

STRENGTH	WEAKNESS	OPPORTUNITY	THREATS
Easily can adapt to the situation, team worker, punctual, good communication skills, able to follow instruction, work independently, quick learner, friendly, easy to approach, Speak multi language, Loyal & sincere to the job.	Lack of academic skills, not confidence in presentations, lack of research skills. Slow on writing and IT skills, weak on negotiation, too quickly trust people, emotional, too helpful which leads to overloading myself.	Study while working, the chance of promotion, opportunity to take partial partnership. Can carry on further studies. Securing long term position.	Always putting others before myself, give too much priority to commitment and overlook my well-being, Lack of experience Also, being favourable, weakness can become a threat.

Appendix C

Personal Skills Audit

Rupia Hussain
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		yes		
Use Excel spreadsheet				no
Use a Database			yes	
Use specialist HR Software			yes	
Use the internet	yes			
Use e-mail	yes			
Use PowerPoint			yes	

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

	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		yes		

Appendix C



Microsoft Word
Document

Slide 3 - Dialogue to
Present - Sunday.

What is HRM.

* Goals - Set Smart Goals,
plan how to ~~get there~~ ^{Execute}
and achieve, them, Source
Necessary Materials for the
Projects.

What is Strategic HRM

Along with HR running
smoothly strategic HRM has
more wider & pro-Active
view for short & long
term vision for the Organisation
(1)

APPENDIX- PRESENTATION NOTES AND DIALOGUES

Slide 4 - Dialogue to
Present - Sunday.

Role of HRM

- * Maintain Company Culture
Create Safe Work Environment
Handle Disciplinary Actions.
- * Hiring - Profiling Position,
Advertising, Developing
Training programs, After
Selecting, Interviewing,
Catching Resume and
Implementing Necessary
Training process. (2)

APPENDIX- PRESENTATION NOTES AND DIALOGUES

Slide 5 - Dialogue to present - Sunday.

What is Culture

* Leadership - Friendly Approach More
affective - ease of Communication
With leader & colleague Create loyal
Good behaviour.

* Workplace Amenities - having Necessary
facility e.g. Smoking area, Clean
staff room, Canteen... Give chance to
colleagues to interact from all
Department Create friendly and
familiar atmosphere.
Builds Team.

* Policies - Clear Equal Regulation
and Rules for all to follow at all
levels.

Diversity important.

* Diverse workforce
can be a asset to
an organisation.

* Increase Employee
Morales, Productivity

* Boost problem
Solving Approach &
Ability.

(3)

APPENDIX- PRESENTATION NOTES AND DIALOGUES

Slide 6- Dialogue to present Skills - Soft & Hard.

- * Communicating skill - Crucial need to communicate internally and ~~externally~~.
- * Negotiating, with, employees ~~Staff~~ Clients, etc.
- * Problem Solving.

Hard Skills.

- * Decision Making
- * Policy Building
- * Finalising Contracts. etc.

④

APPENDIX- PRESENTATION NOTES AND DIALOGUES

Slide 7- Dialogues to
Present.

My Secret

Learning Does Not Stop once
got job- Infact it's just
beginning and Need to CPD

example- I Thought I was good
at communication, But My Manager
told me at previous job. I should
learn from, the Sales calls I
watched on phone, I should acknowledge
How they stay Calm & polite
even when people are rude.
but will help me when I am
dealing with Difficult Customer.

I took the advice and stay
Calm now, listen and replay
More Diplomatically with
Confident.

(5)

APPENDIX- PRESENTATION NOTES AND DIALOGUES

Slide 8 - Smart Goals

* to prioritise Most / Urgent
Important ones

* Learn Computers / Software
Watch Videos of Speaking
in Public, Practise at
home and with colleagues
to be Confident.

* Already Accomplished / obtained
First Aid, Food hygiene, and
Health & Safety Certificate.

APPENDIX- PRESENTATION NOTES AND DIALOGUES

Slide 9 - Dialogue for
Presentation - Sunday.

Benefit - Adv & Disadv.
of Training Employees.

Despite all the Disadvantage
there are More Advantage
in the long run. Most of
of the training can be done
inhouse. without costing
extra.

* Create employee loyalty
and retention. Improve
performance and confidence.

⑦

APPENDIX- PRESENTATION NOTES AND DIALOGUES

Slide 10 - Dialogue to present
on Sunday -

The Armo - Formula.

* By Developing employees
improve Ability, Boost Motivation
Impact the performance of
workers. All Connected to
Achieve Company Objective.

Tool Appraisal

Can help Employee Development
and organisation Improvement
to encourage more ways of
achieving Profits and Targets.

(8)

APPENDIX- PRESENTATION NOTES AND DIALOGUES

Slide 11 - Dialogue to present.
Conclusion.

Despite, all Bad & Good
and Cost / costical.

Training & Developing workers.
Saves Resources, Revenue,
Time, Renue skills, Motivation
Loyalty, Retention, strengthens team
& increase Individuals, Confidents
to do better.

Like Perrebo said Pareto 20-780

You can achieve More ~~and~~
targets or get work done
with less people, if you have
Knowledgeable and Committed
workers.

* Thank you for
listening.

* More slide with
Reference / Appendix

* Any Questions.

APPENDIX- PRESENTATION NOTES AND DIALOGUES