

# Developing Relationships and Workplace Achievement

**BMSW5102 – London Campus**

**Lecturer: Charles Nwaogwugwu**

**Training and Developing  
Professional Needs for an HR  
Officer**

**Presented by: Cristian Radu (2125545)**



# Organizational Introduction

**Revolutionizing healthcare waste management**  
**Focusing on safety and sustainability**



- Legal status: Private Limited Company  
Involved in collection and treatments of non-hazardous and hazardous clinical waste since 30<sup>th</sup> of July 2012 as active
- Sharpsmart UK (n.d.). *Our United Kingdom team consists of over 80 staff supporting the whole of the British Isles. As a global business, we're proud of the diversity that has been cultured in our workforce and the cross-collaborative strength of working across borders.* [www.Sharpsmart.co.uk](http://www.sharpsmart.co.uk).  
<https://www.sharpsmart.co.uk/our-people>
- CEO: Dan Daniels



# Knowledge

## Talent Acquisition

- Identifying
- Attracting
- Hiring top talents

## Employment Laws

- Labor regulations
- Anti-discrimination laws
- Wage and hour laws
- Workplace safety regulations

## Building Relationships

- Positive connections with employees, managers and other stakeholders
- Collaborating with different departments and teams, helps in understanding diverse needs

## HR Policies

- Legal requirements up-to-date
- Policy implementation for a fair and consistent work environment

## Compensation

- Assessing and designing competitive salary structures.
- Benefits packages
- Incentive programs
- Salary surveys



# Skills



Interpersonal skills



Problem solving skills



HR software



Conflict Resolution



Adaptability



# Behavior

Confidentiality

Fairness

Empathetic

Professional

Deep understanding of company policies



# SWOT Analysis

S

- **Eagerness to learn:** Fresh perspective and willingness to acquire new skills.
- **Adaptability:** Ability to quickly adapt to changing situations and new HR methodologies.

W

- **Limited experience:** Lack of hands-on experience may pose challenges handling HR issues.
- **Networking:** Limited professional network could hinder access to diverse HR insights and best practices.

O

- **Training and Development:** Embracing opportunities for HR training and development needs to enhance skills and knowledge.
- **Mentorship:** Seeking mentorship from experienced HR professionals to gain insights and guidance.

T

- **Inadequate decision-making:** Limited experience may lead to challenges in making effective and swift HR decisions.
- **Misinterpretation of policies:** Lack of familiarity with company policies could result to misinterpretation and misapplication.



# Benefits of training and development



*The benefits of training and development have been multi-faceted, not only enriching my professional capabilities, but also playing an essential role in shaping a wide HR framework for Sharpsmart UK*

## Employee Satisfaction

↓  
The emphasis on leadership skills has positively impacted team management, leading to increased employee satisfaction and engagement

## Strategic Talent Management

↓  
Training in talent acquisition and management has equipped me to strategically align HR practices with the company's growth objectives

## Enhanced Communication skills

↓  
The focus on interpersonal skills has improved communication and positive work environment

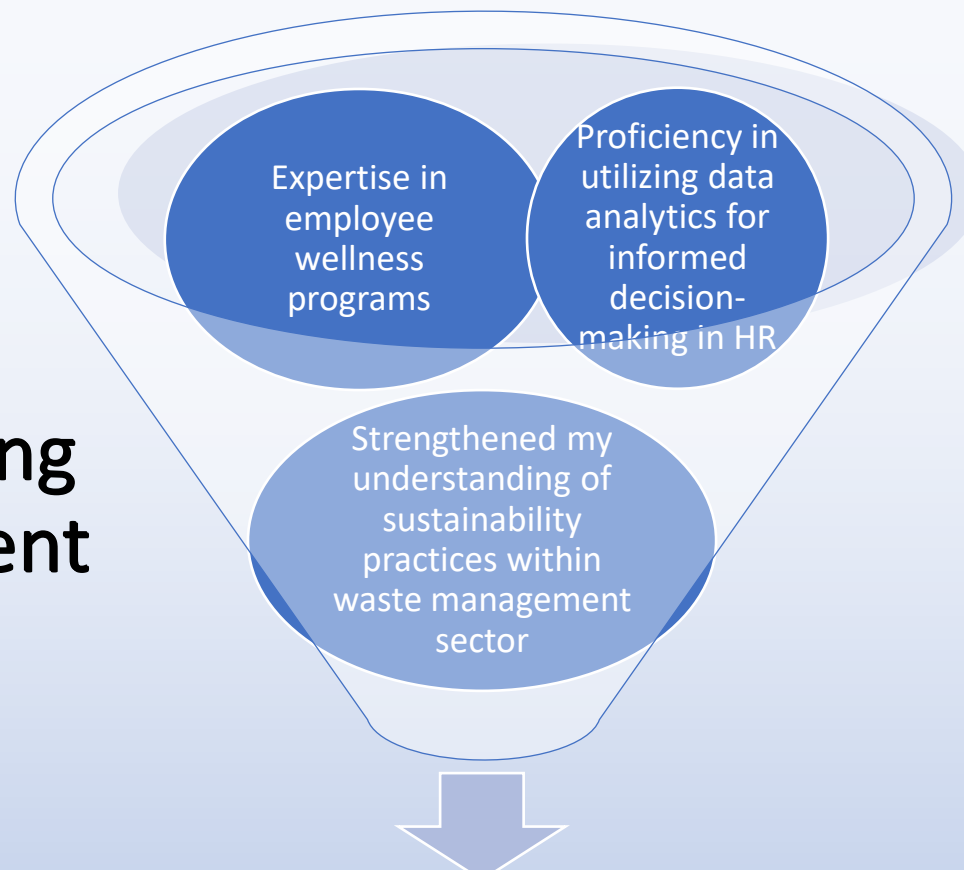
## Adaptability to Change

↓  
Ongoing development initiatives has kept me adaptable to industry changes

## Legal expertise

↓  
Training has deepened my understandings of evolving HR laws, reduced legal risks and ensured company compliance

# Benefits of Personal Training and Development



# Conclusion

*Continuous Development as an HR officer is nit just a professional obligation but a strategic investment.*

*Sharpening skills, staying attuned to industry trends, and embracing evolving HR landscapes not only strengthens personal capabilities but also position HR officers as pivotal contributors to organizational excellence*



# Reference

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- <https://pivothrservices.ca/breaking-down-the-importance-of-compensation-and-rewards-how-to-retain-your-top-employees/>

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- <https://www.knowledgewave.com/blog/5-minute-prodev-adaptability-in-the-workplace>
- <https://www.personneltoday.com/hr/cornerstone-saba/>
- <https://www.wikijob.co.uk/interview-advice/competencies/interpersonal-skills>

## Slide 6

- <https://www.laborsoft.com/blog/efficient-ways-to-manage-labor-relations-more-effectively>

## Slide 9

- <https://enformhr.com/services/training-development/>



# Personal skills Audit

**Name:** Cristian Radu

**Job Role:** Human Resources Officer

Please tick as appropriate to indicate how you would rate your skills in relation to the following work / functional areas.

|                               | Verry Good | Good | Adequate | Little or no experience |
|-------------------------------|------------|------|----------|-------------------------|
| <b>Information Technology</b> |            |      |          |                         |
| Use Microsoft Office          |            | 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    |          |                         |



# Personal skills Audit



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

# Personal skills Audit



|                                                                                                             | Verry Good                                                                                         | Good       | Adequate       | Little or no experience |
|-------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|------------|----------------|-------------------------|
| <b>Problem solving skills</b>                                                                               |                                                                                                    |            |                |                         |
| Make good use of verbal reasoning skills, able to handle complex data and make selective use of information |                                                                                                    |            | X              |                         |
| Explore more than one solution in order to solve a problem                                                  |                                                                                                    | X          |                |                         |
| Consider the ideas of others to help solve problems                                                         | X                                                                                                  |            |                |                         |
| <b>Supervisory Management</b>                                                                               |                                                                                                    |            |                |                         |
| How much experience have you had in your role?                                                              | 1 -/+ month                                                                                        | 1-3 months | 3+ months<br>X |                         |
| How many people have you managed at any one time?                                                           | None                                                                                               | 1-5        | 5+<br>X        |                         |
| <b>I declare that the information in this form is true</b>                                                  |                                                                                                    |            |                |                         |
| <b>Signed</b>                                                                                               | Cristian Radu  |            |                |                         |
| <b>Date</b>                                                                                                 | 19.11.2023                                                                                         |            |                |                         |