



Training and Development Needs for an HR officer

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Developing Relationships and Workplace Achievements

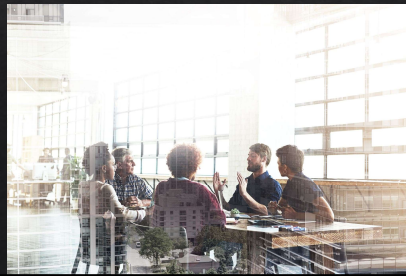
Hello and welcome to my presentation on the topic of training and development needs for an HR officer within an organization.



The organization which I have chosen for the purpose of this presentation is the international grocery business Tesco PLC. As mentioned by Tesco PLC (2021), the today massive organization, was once just a single stall fostered by Jack Cohen in the faraway 1919. Since then, the business has grown to have a variety of stores in most continents of the world, and in 2020, despite of the international crisis the Tesco Group made over 50 billion pounds in profits. As such a large and well-known corporation, I believe it is a good choice for the understanding of HR and human resource professionals.

Knowledge of HR Professionals

“HR should not be defined by what it does but by what it delivers – results that enrich the organization’s value to customers, investors, and employees.” (Ulrich, 1998)



As mentioned by Ulrich (1998) the field of human resources should not simply be defined by the actions it takes, but more so about the results delivered to all people involved in the organization. The human resources are, especially in the case of Tesco PLC, one of the most important assets in the organization. In this slide I will discuss the knowledge which human resource professionals should have in order to succeed in their role.

Firstly, a vital area of expertise for all human resource professionals is administrative work and how to ensure chaos is not arising in any organizational department, on any given day. Since the human resource department is responsible for so many functions without the organization, being punctual and focused when it comes to administration is key.

Moreover, each HR professional, specifically the leaders of the department should have exceptional knowledge of the needs and requirements of different people. This way, when a problem occurs, the professionals can make swift decisions and resolve the issue. This leads to a necessity for openness and communication amongst HR officers.

Lastly, all Human resource officers should be equipped with a thorough knowledge of the law in the country of the company’s operations. This is a requirement, as HR officers ensure the law is being followed in an organization every day.

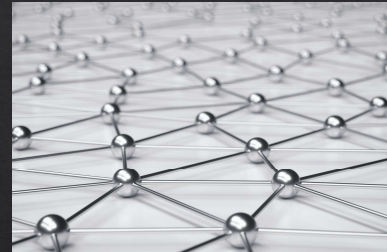
Skills of HR Professionals



EMPATHY AND LISTENING SKILLS



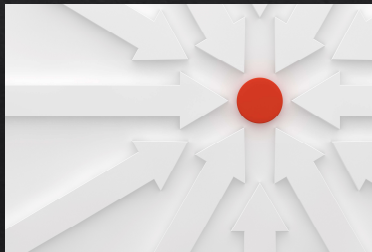
PLANNING



KNOWLEDGE OF COMPANY



COMMUNICATION



STRATEGY AND LEADERSHIP



BUDGETING

Ulrich (1998) suggests his model to describe the role of human resource professionals within a company. He mentions five necessary qualities, which I have expanded into six skills. According to Ulrich, HR professionals should focus on the needs of the employees through listening, understanding and empathizing. I have defined this skill as empathy and listening skills, as many of the challenges which occur in the human resource department surround employee attitude.

Furthermore, an HR professional should want all employees to develop and become better in the future which I see as the skill of strategy and leadership.

The knowledge of the company is necessary, as without it, HR officers would not be able to make the best decisions for the business and its employees. Planning and budgeting are also vital as decision-making for budgets of different departments is made through the HR officer. HR officers communicate largely with other functions of the business which also requires them to be leaders of their own department.

Behaviour of HR Professionals

“Behavioural competency modelling is used for identifying, analysing and describing behavioural competencies that define the behaviours that organizations expect their staff to practise in their work in order to reach an acceptable level of performance.”(Armstrong, 2020)



Tesco PLC is a company which provides all its employees, despite of their level of knowledge, with equal opportunities to develop and become better in their work. Furthermore, Tesco PLC provides all its workforce with a pay and benefits package which provides individuals with safety and security. Therefore, the overwhelming behaviour approach within Tesco PLC is this of satisfied workforce. Whenever issues arise with any employee which lead to dissatisfaction, it is the job of the HR officer to find the best pathway for resolving the issue. Tesco PLC is a company where workforce is supported even in situations where they may be experiencing personal troubles and require support. As mentioned by Armstrong (2020) organisations expect staff to have certain behaviours, and Tesco ensures employees have everything they need to meet said expectations.

Skills Audit

“Learning needs analysis focuses on establishing the capabilities people in particular occupations require – what they need to know and be able to do.” (Armstrong, 2020)

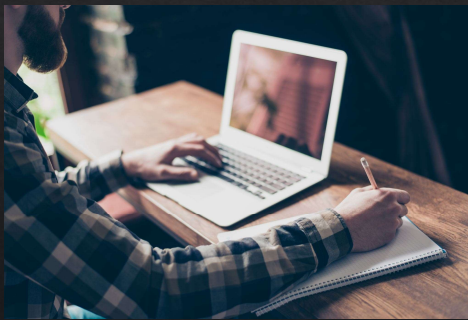


The skills required by an HR officer and professionals were talked about earlier in the presentation. Now, I will aim to discuss the level of my skills within the role of HR officer and later discuss my areas for improvement and development.

1. Empathy and Listening Skills – I believe my empathic and listening skills to be excellent, as I have continuously been challenged to provide help to fellow employees.
2. Communication – As an HR Officer I must communicate a lot, however I would say my communication skills are just good and require further improvement. This is because I believe sometimes I am not able to make a point across to my coworkers.
3. Planning and Budgeting – To be an HR Officer demands immaculate planning and budgeting skills, where I would rate myself as excellent.
4. Business Knowledge – I have knowledge of the company when it comes to daily challenges. However, I have not analysed past performance and evaluated company growth.
5. Leadership – My leadership skills are poor, due to my lack of confidence when it comes to communication with colleagues.

Training Needs

“Problems occur in every organization. Mistakes are made. Of course you want to minimize mistakes happening; this could be by getting people up to speed through training, transferring part of a person’s workload to someone else who is more competent in a particular area, etc.” (Williams, 2006)



As said by Armstrong (2020) management development is concerned with improving the performance of managers in their present roles, preparing them to take on greater responsibilities in the future, as well as developing their leadership skills. As an HR Officer I should be capable of leadership, as well as communication, however these are areas where I am lacking and will require further training. As stated by Williams (2006) problems occur in every organization and people may sometimes require further training and development. In the next section of this presentation I will speak about the advantages of training and development for Tesco PLC and its employees.

Benefits of Training and Development

- ◆ INCREASED PRODUCTIVITY AND PERFORMANCE
 - ◆ INCREASED KNOWLEDGE IN CERTAIN AREA
 - ◆ INCREASED CONFIDENCE IN THE JOB
 - ◆ CAREER DEVELOPMENT PROSPECTS
 - ◆ IMPROVED RESULTS IN WORK
 - ◆ IMPROVED COMMUNICATION
 - ◆ IMPROVED SKILLS

The benefits of training and development for individuals who work within Tesco PLC include:

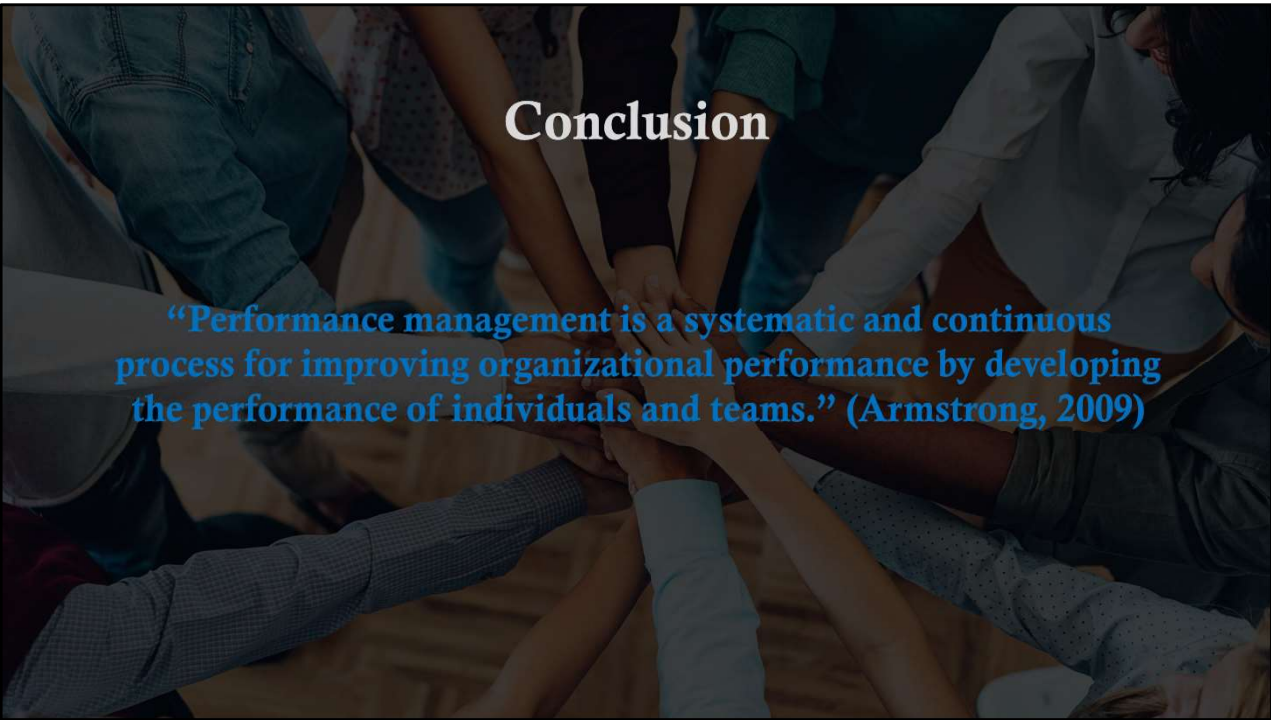
1. Increased productivity –the ability to gain additional knowledge makes people more productive and improves their work performance.
2. Knowledge – Employees benefit from increased knowledge which may assist them in tasks outside of work as well.
3. Confidence – Being confident is a requirement for any job, as you must be confident in order to produce good results and be satisfied.
4. Promotion – Through training, employees can be led to higher job positions within the company once they are ready.
5. Communication – Training and development often leads to improved communication due to the increased confidence in a certain area.
6. Work Results – After training and development, employees results tend to improve.

Benefits of Training and Development

EMPLOYEE MOTIVATION
INTERNAL PROMOTION OPPORTUNITIES
INCREASED JOB SATISFACTION
DECREASE WORKFORCE TURNOVER
BETTER PROCESS EFFICIENCY
IMPROVED AND INNOVATIVE PRODUCTS
CONSUMER SATISFACTION

Since the company is investing in the training and development of its employees, it is natural to expect certain advantages to reap from the investment. Such advantages include the increased motivation and productivity in employees who are looking to be better in their roles or wish to be promoted. Furthermore, the efficiency of processes within departments can significantly improve once employees have undergone trainings.

The development of new and innovative products and services is also a benefit which can be expected through training and development. Happy employees can impact the satisfaction of consumers, therefore Tesco PLC may expect increased consumer satisfaction to be an advantage of Training and Development. Finally, once employees are satisfied and understand their work responsibilities better, they are less likely to quit, which positively decreases the employee turnover.



Conclusion

“Performance management is a systematic and continuous process for improving organizational performance by developing the performance of individuals and teams.” (Armstrong, 2009)

In this presentation I have taken you through the training and developments needs of an HR officer in Tesco PLC.

Thank you.

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