

University of Wales trinity saint David

Training and Development needs for an HR officer

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INTRODUCTION

This presentation about AMAZON. One of biggest online retailer. I will present about Amazon HR. Human resources refers to the employees who work for a company. Human Resources actually is in charge of the organization's most valuable asset: its employees. HR professionals literally are in charge of ensuring that employees for all intents and purposes have everything they need to for the most part do their jobs on a definitely daily basis, as well as maintaining a healthy work environment that attracts and maintains qualified employees. very skilled workers.



knowledge, skills and behaviours required by Amazon HR department

Knowledge :

You need a bachelor's degree in Human Resources, Economics, Computer Science, Marketing, Social Sciences, Humanities, or related disciplines.

Leadership skills :

Work effectively with your team to demonstrate your leadership skills. You may be the president of a college sports club or social club, or you may be in control of a charitable or group project.

Ability to demonstrate :

excellent written and verbal communication skills is required. Strong decision-making abilities and the ability to communicate using sound reasoning are required.

Behaviours :

You stand out from the crowd because of your personal drive and excitement. Collaboration

Ability to work effectively in an ambiguous environment, meet tight deadlines, and prioritise workload even when competing priorities exist. (n.d., uk.linkedin.com)



Responsibilities

- Recruit, hire, interview, and train new departmental staff.
- Handle the department's daily workflow.
- Help to constructive and timely performance evaluations.
- Manage employee discipline and termination in accordance with company policy. (SHRM, 2020)



Personal skills audit for myself

Skills	Personal audit question	Very skilled	Moderately skilled	In need of training
Communication	Start conversation with stranger	√		
	I am ware of importance of body language		√	
Computer	Use of Microsoft office	√		
	Use of photoshop			√
Team work	Able to take other people suggestion	√		
	Able to work with groups	√		
Problem solving	Able to handle situation		√	
	Able to solve problem			√
Leadership	Able to thinking creative strategy		√	
	Able to manage larger group			√
Self motivate	Positive and open minded	√		
	Cheerful & helpful	√		



Audit results

- As of above chat I need to improve my communication skills
- Learn more about computer programs
- Need to learn how to solve problem within work place
- Need to learn how to manage larger group

Benefits to the Amazon by training

- boost productivity and performance
- uniformity of work processes
- reduction of wastage
- help organisational structure to get better
- increase morale
- boost knowledge of policies and goals
- higher customer valuation
- improved workplace environment



Benefit of me as an Individual

- Achieving my goals and objectives
- Friendly work environment
- knowledge about new technology and methodologies development .
- Process efficiencies get boosted , resulting in a financial gain.



Conclusion

- This presentation discussed what knowledge ,behaviours and skills are require by the HR professionals for performing their roles within Amazon
- Importance of training for organization and individual
- Personal audit help you to find out what need to improve



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