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My name is Stephany Bennett-grant and I am a newly appointed HR officer in the department. I am here today to discuss about the training and development needs for an HR officer.



In this presentation, I will establish appropriate knowledge, skills and behaviours that are essential to professionals that work in the human resource department. My own skills will be assessed to determine what are my training and development needs as an HR officer. I will then examine the potential benefits to the organisation if they were to use effective training and development to develop me as an HR officer.



Human resource personnel requires knowledge in different areas to assist them in carrying out their roles effectively. These include legal knowledge, health insurance and benefits and mathematical knowledge. They need to have a good understanding of the basic employment law. This allows them to make informed decisions when faced with a legal issue raised by employees. Health insurance and benefits are the largest parts of the compensation package offered by employers. Employees recognize HR as the face of this program, therefore human resource officers need to have a great understanding of all the different plans and how they work in order to assist employees with their benefits. Mathematical knowledge is essential to HR officers as it will be required for a lot of the compliance work. It will be needed to interpret affirmative action reports, determine salaries and communicate intelligently with the business people (Lucas, 2020).



Human resource officers will need to possess certain skills in order to be successful in their field of work.

They need to have an understanding of how to manage people as they provide assistance to managers on how to manage their teams. The recruiting and hiring process involves public relations. A crucial human resource skill is having the understanding to locate suitable candidates and bringing them onboard. It is important for HR personnel to know how to prioritise their task in terms of importance, therefore being able to multitask is a vital skill to the HR role (Lucas, 2020). They will also need to have the ability to clearly express themselves in an oral and written way which makes communication skill very necessary. HR officers will need to take a systematic approach when carrying out their duties, therefore organisation skills will be necessary to assist HR professionals in being more efficient. Decision making is a must have by HR officers. It requires strategy, experience and intuition. Training and development is an important HR role. They give employees opportunities to develop themselves, which in turn maximizes performance and increases value. Budgeting skills allow HR officers to limit their expenditures and not overspend on things that are unnecessary. Being a HR team member, you will be handling a lot of people with different types of issues. It is essential to possess empathetic skills as it allows you to understand another person's point of view before making a judgement (Amato, 2021).

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- Curious
 - Decisive Thinker
 - Skilled Influencer
 - Personally Credible
 - Collaborative
 - Driven to Deliver
 - Courage to Challenge
 - Role Model

(Biro, 2016)

ESSENTIALS BEHAVIOURS FOR HR OFFICERS

Unlike many professionals, HR officers deal with humans who can be unpredictable and unable to be owned or controlled. It is essential that HR officers possess certain behaviours as this will influence employees attitude and behaviour which eventually assist the performance and operation of the organization. The behaviours that they need to possess includes being curious, decisive thinker, skilled influencer, personally credible, collaborative, driven to deliver, courage to challenge and role model. A HR professional needs to be curious as this allows them to seek innovative ways to add value to the organisation. Decisive thinking enables them to utilize information, insights and knowledge in a structured way to make decision and recommendations. Being a skilled influencer gives HR officers the ability to obtain necessary commitment and support from diverse stakeholders. It is very important for HR staffs to be personally credible as this allows them to create and provide professionalism. Being collaborative allows effective and inclusive work between a range of people both in and out of the organisation. It is a vital behaviour for HR officers to be driven to deliver as this demonstrates determination, resourcefulness and purpose to deliver the best results for the organisation. HR professionals will need to show courage and confidence to challenge others when necessary even when faced with resistance or unfamiliar situation. Being a role model allows HR officers to lead by example, therefore when they act with integrity employees will act the same way (CIPD, 2021).

- Develop skills in managing people
- Understanding the recruitment and hiring process
- Training and Development skills
- Develop courage to challenge



(Chevalier, A 2020)

TRAINING AND DEVELOPMENT NEEDS FOR MYSELF

Looking at the knowledge, skills and behaviours which I have identified in the previous slides, I will now establish my own training and development needs. With regards to my knowledge, I will need to gain a better understanding of legal, health insurance and mathematical information used in the human resource department. Some of the required skills and behaviours I feel I already possess, so I would like to work towards developing the ones that are weak. These include having the skill to manage people effectively, gaining a better understanding of how the recruiting and hiring process works as well as training and development. I will also need work on having the courage to challenge others when necessary.



- Assist the company in keeping up with the changing industry.
- Increase job satisfaction and morale.
- Retaining skilled staff.
- Gives the company a competitive edge.
- Company maintaining a high level of skill and knowledge.
- Filling internal positions

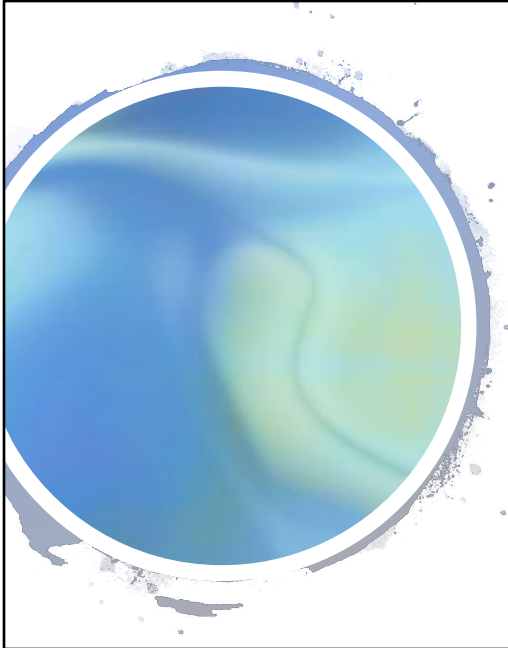
BENEFITS OF TRAINING AND DEVELOPING ME AS AN HR OFFICER

As we all know the most important asset for any company is their employees. It is therefore very important to invest in their talents. There are a number of benefits to be gained by doing this. Training and development will allow me to assist the company in keeping up with the changing industry, it will boost my motivation which in turn increase my job satisfaction and morale. The company will save money by retaining skilled staffs and not be affected by high employee turnover. Training and development will give the company a competitive edge as I will be able to possess the skill to adapt quickly to changes. The company will be able to maintain a high level of skills and knowledge within the organisation. By providing me with training and development, internal positions will be filled, this is a cost effective solution to the organisation as it is an expensive process to hire new talents (Simplilearn, 2021).



CONCLUSION

Training and development is a growth strategy for companies. It is proven to be beneficial not only to employees but to organisations as well. Gaining the required knowledge, skills and behaviours enables individuals to perform their best in the workplace. Personal development is crucial to employees as it allows them to grow and progress. Allowing individual to view key areas of self-improvement will give them fulfillment not only in their professional life but their personal life aswell. The benefits of training and development are substantial and it is important for both the organisation and the employees to invest in it to gain the most.



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