

Module: Developing Relationships and Workplace Achievement

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WELCOME TO PRESENTATION
ON

TRAINING AND DEVELOPMENT NEEDS FOR AN HR OFFICER



INTRODUCTION

- Human resource manager of a business organisation is liable for managing all of the people of an organisation
- A number of skills required which have been presented here and a personal audit developed on those.
- Example of GlaxoSmithKline has been used which is a popular pharmacy company of UK.

REQUIRED KNOWLEDGE OF HR

- Knowledge about legislation
- Knowledge about culture
- Knowledge about organisational objectives
- Knowledge of business
- Knowledge of environment

REQUIRED SKILLS OF HR

- Communication skills
- Briefing skills
- Team working skills
- Managing skills

REQUIRED SKILLS OF HR

- Motivation skills
- Decision making skills
- Relationship building skills

REQUIRED BEHAVIORS OF HR

- Action oriented
- Dynamic
- Good manager
- Positive mentality

PERSONAL SKILLS AUDIT

Presentation skills	Good
Communication skills	Adequate
Technology skills	Good
Managerial skills	Good
Cultural skills	Moderate
Briefing skills	Moderate
Motivation skills	Adequate
Team working skills	Good
Corporate antique	Adequate
Problem solving	Adequate

BENEFITS OF TRAINING OF HR TOWARDS ORGANISATION

- Optimize capabilities:
- Employee retention:
- Organisational performance:

CONCLUSION

- Above of skills, knowledge, and behavior styles are required in a good HR officer who can be developed or optimized through proper training and development program by dint of identifying needs based on personal skills audit.

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Slide 2: Introduction

- Human resource manager of a business organization is liable for managing all of the people of an organization
- A number of skills required which have been presented here and a personal audit developed on those.
- Example of GlaxoSmithKline has been used which is a popular pharmacy company of UK.

Slide 3: Required knowledge of HR

Legislation knowledge: There have several laws related to the human resource management and those are like equality act, discrimination act, data protection act which have to be known well by HR officer in time of operating his or her activities at HR sector because those have to be maintained properly.

Knowledge of organizational objectives: HR should have clear knowledge about vision, mission and objectives of the organization as if he or she can make relevant instructions and briefing summary for the employees

Cultural knowledge: As a multinational company, GSK has the employees from different cultures, so HR officers has to maintain cultural norms in time of dealing with the employees of different sectors of the organization which required having proper cultural knowledge.

Business knowledge: Various areas of business like management, finance, production, marketing, strategic management, international business, accounting information system, and human resource management etc. have to be known

Environmental knowledge: An HR also has the need of having proper knowledge over various micro and macro environmental factors like politics, economy, society, legal, technology etc. and their impacts of those over the company.

Slide 4: Required skills of HR

Communication skills: For making better collaboration with several functional areas of the organization and for making better outputs through any discussion with different parties there has the need of having better communication skills.

Briefing skills: As HR has to provide instructions about different projects and tasks among the employees; he or she has to have proper skills of making this easily understandable among the employees through selecting right words and right sentence in front of the employees.

Team working skills: This is one of must require skills of HR as in time of working with various departments and in time of working with new projects, there has the need of being a team player and contribute as member through understanding other team members properly.

Managing skills: Any types of chaos can be arisen in any time among the workers and along with that several risks and uncertain situation may arise like sudden employee turnover increase or lower performance etc.

Slide 5: Required skills of HR

Motivation skills: The skill is required for making employees motivated and estimated about achieving the goals of the organization which can be effective for higher performance.

Decision making skills: Decisions over remuneration issues, policy making, problems solving etc. have to be done by HR officer for which better decision making skill is required.

Relationship building skills: HR has to have good relation with employees of several sectors which makes HR's tasks easy to be done.

Slide 6: Required Behaviours of HR

Action oriented: The movement and behaviors of HR within the company has to be related with the tasks of HR department.

Dynamic: As need to deal with several types of works without any fixation about time schedule HR has to bear a dynamic mind with can do attitude.

Good Manner: For creating better impression among the employees HR needs to have good manner at workplace.

Positive Mentality: Positive words should be selected in time of even making criticism of any tasks for an HR officer

Slide 7: Personal skills audit

Presentation skills	Good
Communication skills	Adequate
Technology skills	Good
Managerial skills	Good
Cultural skills	Moderate
Briefing skills	Moderate
Motivation skills	Adequate
Team working skills	Good
Corporate antique	Adequate
Problem solving	Adequate

Slide 8: Benefits of training of HR towards organisation

Optimize Capabilities: It will optimize personal skills and level of capabilities of the HR officer as a result better outputs can be found through the actions undertaken by him or her.

Organizational Performance: Skilled HR officer can be able to deliver better instructions to the employees and management in managing the people that will increase the level of performance of individuals which will boost organizational performance.

Employee Retention: Employee retention capability of GSK will be increased with better training as the employees will find it help full for future career competences.

Slide 9: Conclusion

Above of skills, knowledge, and behavior styles are required in a good HR officer who can be developed or optimized through proper training and development program by dint of identifying needs based on personal skills audit.