

The background image shows a modern office environment. On the right, a man and a woman are seated at a desk, looking at a large computer monitor. The man is wearing a blue shirt and the woman is wearing a white blouse. On the left, a group of people are seated at a round table, engaged in a meeting. The room has light-colored wood paneling on the walls and ceiling, and modern black chairs. The overall atmosphere is professional and collaborative.

Training and Development needs for an HR officer

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Module: BMSW5102



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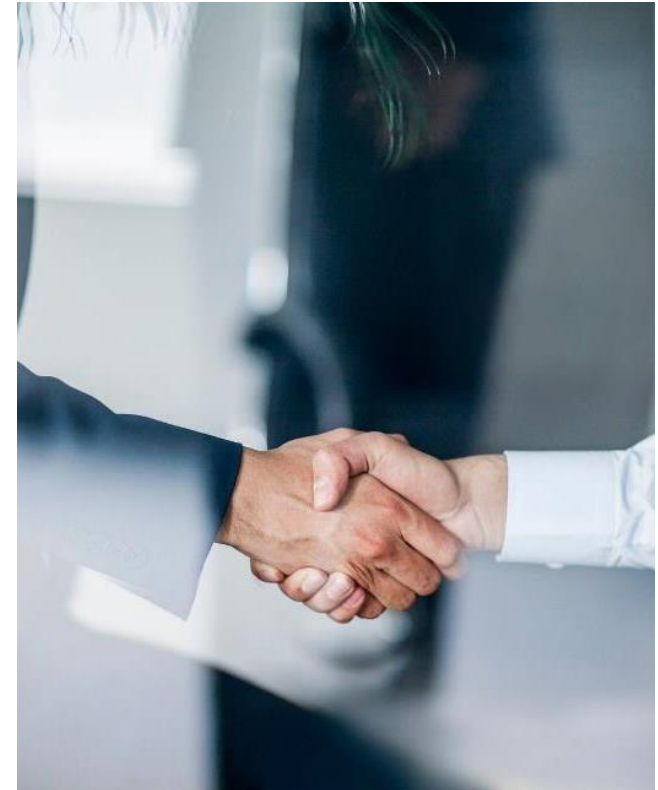
Introduction

Virgin Active is a chain of health clubs launched in 1999. It offers fitness classes, or you can work out at the studio by yourself. The concept is all about changing people's lifestyles.



Knowledge

- ☐ Knowledge about fitness and wellbeing
- ☐ Laws and regulations
- ☐ Employee benefits
- ☐ Health and safety
- ☐ Training and development





Skills

- ☐ Communication skills
 - ☐ Conflict resolving
 - ☐ Problem-solving and decision making
 - ☐ Teamwork
-



Behaviour



Empathy to the employee



Active listening



Flexibility



Conflict resolution



Professionalism

Personal skills audit

- ☐ Use Specialist HR software
 - ☐ Learning basics
 - ☐ Online tutorials, webinars
 - ☐ Practice
 - ☐ Continues learning
 - ☐ Feedback and improvement
- ☐ Advising on HR issues
 - ☐ HR certification
 - ☐ Good leadership
 - ☐ Good on resolving conflicts

SWOT

STRENGTHS:

- ☐ Recruitment
- ☐ Strong verbal and written communication
- ☐ Ability to provide training
- ☐ Multitasking
- ☐ Teamwork

WEAKNESSES:

- ☐ Skill GAP identification
- ☐ Limited experience as an HR
- ☐ Knowledge of the software

OPPORTUNITIES:

- ☐ Continuing education
- ☐ Open opportunities at other high brands
- ☐ Learning new strategies

THREATS:

- ☐ Competitive hiring
- ☐ Staying updated with laws
- ☐ Technological disruption
- ☐ Economic

Benefits of training for an individual



Learning new
skills



Developing skills,
you already have



Increase of
productivity



Improving
performance



Feeling valuable

Benefits of training for the organisation



Motivated staff
brings more value



Commitment to stay
with the company



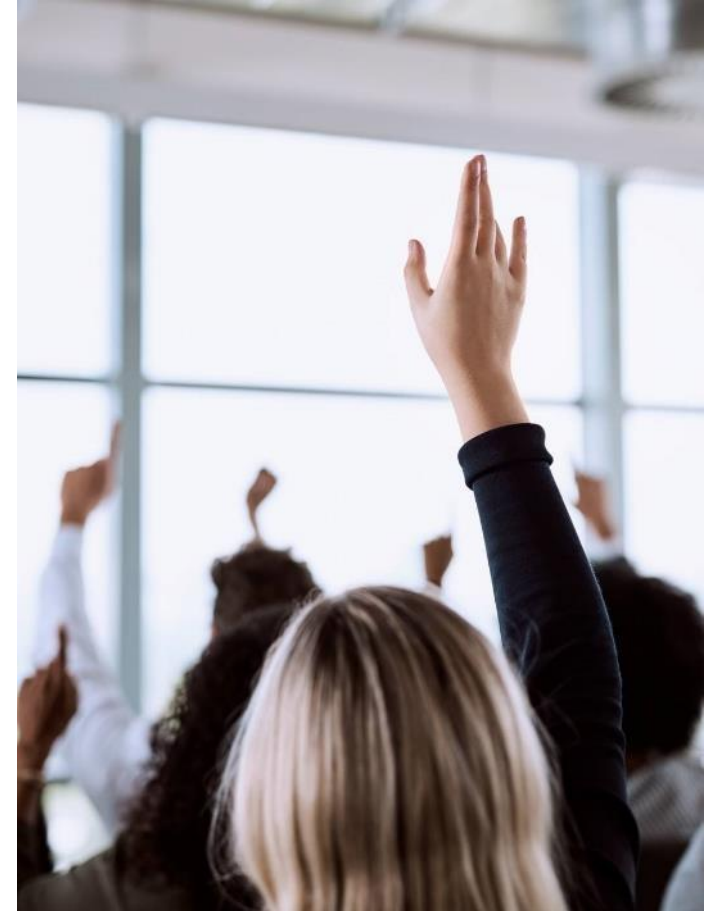
Safe environment



Increasing
profitability

Conclusion

As an HR officer, you are required to have a basic knowledge of the company, how to act in certain situation, and notice when someone needs to have a specific training to keep a positive environment within the company.





QUESTIONS?

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Personal Skills Audit

Name	Evelina
Job role:	Human Resource Officer

APENDIX C

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

	Very good	Good	Adequate	Little or no experience
Information Technology				
Use Microsoft Office Word	✓			
Use Excel spreadsheet	✓			
Use a Database	✓			
Use specialist HR software				✓
Use the internet	✓			
Use e-mail	✓			
Use PowerPoint	✓			
	Very good	Good	Adequate	Little or no experience
Communication Skills				
Drafting contracts of employment			✓	
Taking notes of disciplinary hearings		✓		
Write reports		✓		
Produce material to support presentations		✓		
Delivering a training session		✓		
Resolving disputes/complaints		✓		
Interviewing		✓		
Advising on HR issues				✓
	Very good	Good	Adequate	Little or no experience
Problem solving skills				

Make good use of verbal reasoning skills, able to handle complex data and make selective use of information		✓		
Explore more than one solution in order to solve a problem		✓		
Consider the ideas of others to help solve problems		✓		
Supervisory Management				
How much experience have you had in your role?	< 1 month	1-3 months	✓	> 3 months
How many people have you managed at any one time?	None	1-5	✓	Above 5
I declare that the information given in this form is true				
Signed	Evelina			
Date	11.11.2023			