



Prifysgol Cymru
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Individual Presentation

Title: Training and Development needs for an HR Officer



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Introduction

- This presentation will talk about the training and improvement needs of an HR officer at Tesco.
- Tesco is a global retailer gives its customers high quality, reasonably priced and sustainably sourced food (Tesco Plc, 2023).
- In 2022–2023, the company's revenue reached 60 billion GBP (Bedford, 2023).



Identify the required knowledge for HR professionals

- The key role of the HR officer in the organisational culture is to maintain right balance between the employees in terms of skill and knowledge.
- HR officer gives value, promotes equity and diversity, hires the staff, and maintains inclusive working conditions and performance management (Boatman, 2021).
- The HRM of Tesco gives employee training and motivation as their key element (Zoe, 2017).



Identify the required skills for HR Professionals

- HR officers work for maintaining the company worker's records and offering incentives, recognition, and benefits.
- Tesco pays their workers lower payment compare to the daily payment fixed by the government. (Monaghan, 2017).
- In this case, a HR officer must know the right payment processes, skills, and to know how to work in different situations.



Identify the required behaviour of HR Professionals

- HR professionals should develop good mindset by focusing on the rules and guidelines of the organisations (Fenech, Baguant, and Ivanov, 2019).
- As diversity effect on people's mentalities, HR professionals must get accustomed all aspects of their lives (McCartney, Murphy, and Mccarthy, 2021).
- HR professionals should think on communicate with employees and representatives to understand their needs.



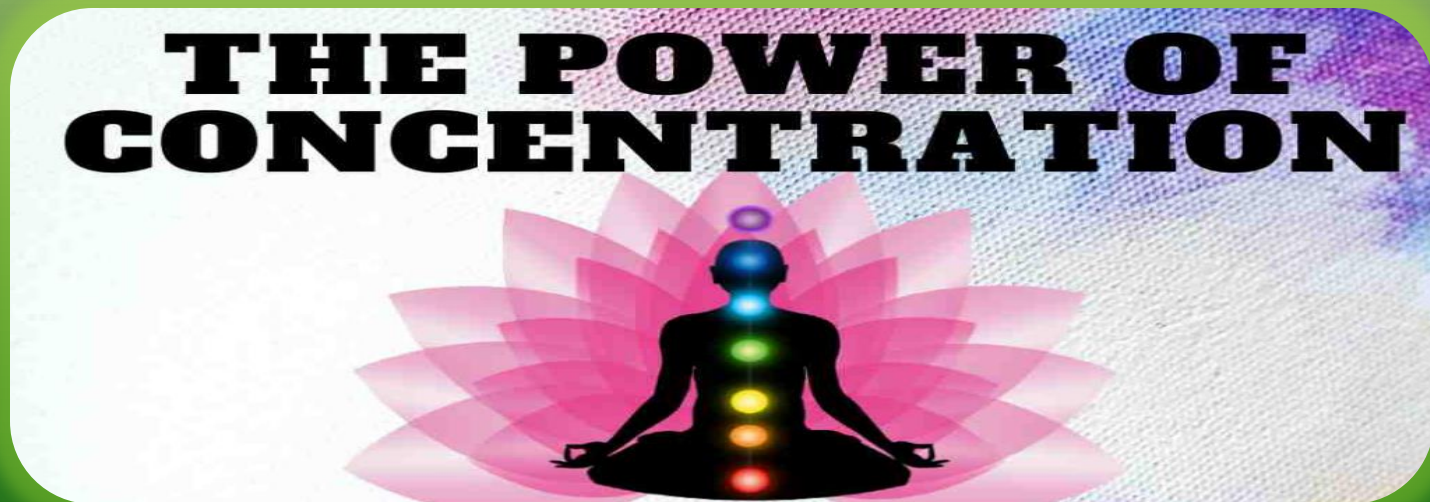
Identify the training needs required for specialist HR

- Online courses and digital training improve technical skill.
- Bad performance review, industry-specific training in critical thinking, and social knowledge could be increased
- It would further improve cognitive intelligence skills as well



Identify the training needs required for specialist HR (SWOT and audit)

- For building concentration on listening to others, meditation would be effective
- For evaluating others' performances, knowledge of social recognition is essential
- For improving technical involvement, training on technical factors needed



Critically assess the benefits of training & development as an HR Officer



- According to Karim, Choudhury, and Latif (2019), training and development will promote taking on difficult tasks and enhancing stability in order to solve the problems.
- Training and development allows me to motivate myself and my co-workers to increase organisational power
- My ability to recognise the best people who can complete task will be improved by training and development.

Critically assess the benefits of training & development as an HR Officer (Cont.)

- HR professional in the workplace could bring new ideas for carrying out day-to-day operations
- Training and development could also make my intention more positive and lower the turnover rate of the company (Burhan Ismael et al., 2021).
- This might encourage more people to adopt better practices for enhancing the organisation's overall spirit and that of its workforce.



Conclusion

- *The HR officer shows very impressive behaviour and attitude.*
- *HR officers with positive mindset can perform well.*
- *Professional growth and training seem to be helping me become a more professional HR at Tesco or in other places.*

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Table 1: Personal SWOT analysis

Appendices

Strengths (As an HR Officer worker) - Better Communication - Idea generation - Positive mentality - Better Interaction - Analysing others skills	Weaknesses (As an HR Officer Worker) - Technical Skills - Performance Evaluation skill - Cognitive Intelligence - Social and outer knowledge
Opportunities (As an HR Officer Worker) - Leadership Quality - Needs of the colleagues - Team members' skills improvement - Innovative policies creation for employee retention	Threat (As an HR Officer Worker) - It may reduce my technical task quality - It may hinder my decision-making scenario - It may produce poor critical thinking aspects - It may cause several disagreement with the colleagues

Problem solving skills	Very good	Good	Adequate	Little or no experience
Problem solving skills				
Problem solving skills				
Problem solving skills				
Problem solving skills				
Problem solving skills				
Problem solving skills				
Problem solving skills				
Problem solving skills				
Problem solving skills				
Problem solving skills				

Communication Skills	Very good	Good	Adequate	Little or no experience
Drafting contracts of employment				
Taking notes of disciplinary hearings				
Produce material to support presentations				
Delivering training sessions				
Resolving disputes/complaints				
Interviewing				
Advising on HR issues				

Appendix C Personal Skills Audit				
Name	Jobrole: Human Resource Officer			
Please tick as appropriate to indicate how you would rate your skills in relation to the following work/functional areas.				
Information Technology	Very good	Good	Adequate	Little or no experience
Use Microsoft Office Word				
Use Microsoft Excel				
Use Microsoft PowerPoint				
Use Microsoft Access				
Use Microsoft Outlook				
Use Microsoft Internet Explorer				
Use Microsoft Edge				

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



**THANK
YOU**