



‘TRAINING AND DEVELOPMENT NEEDS FOR A HR OFFICER’ ASSESSMENT 1

Programme: BA (Hons) Leadership and Management Skills for the Workplace

Module name: Developing Relationships and Workplace Achievements

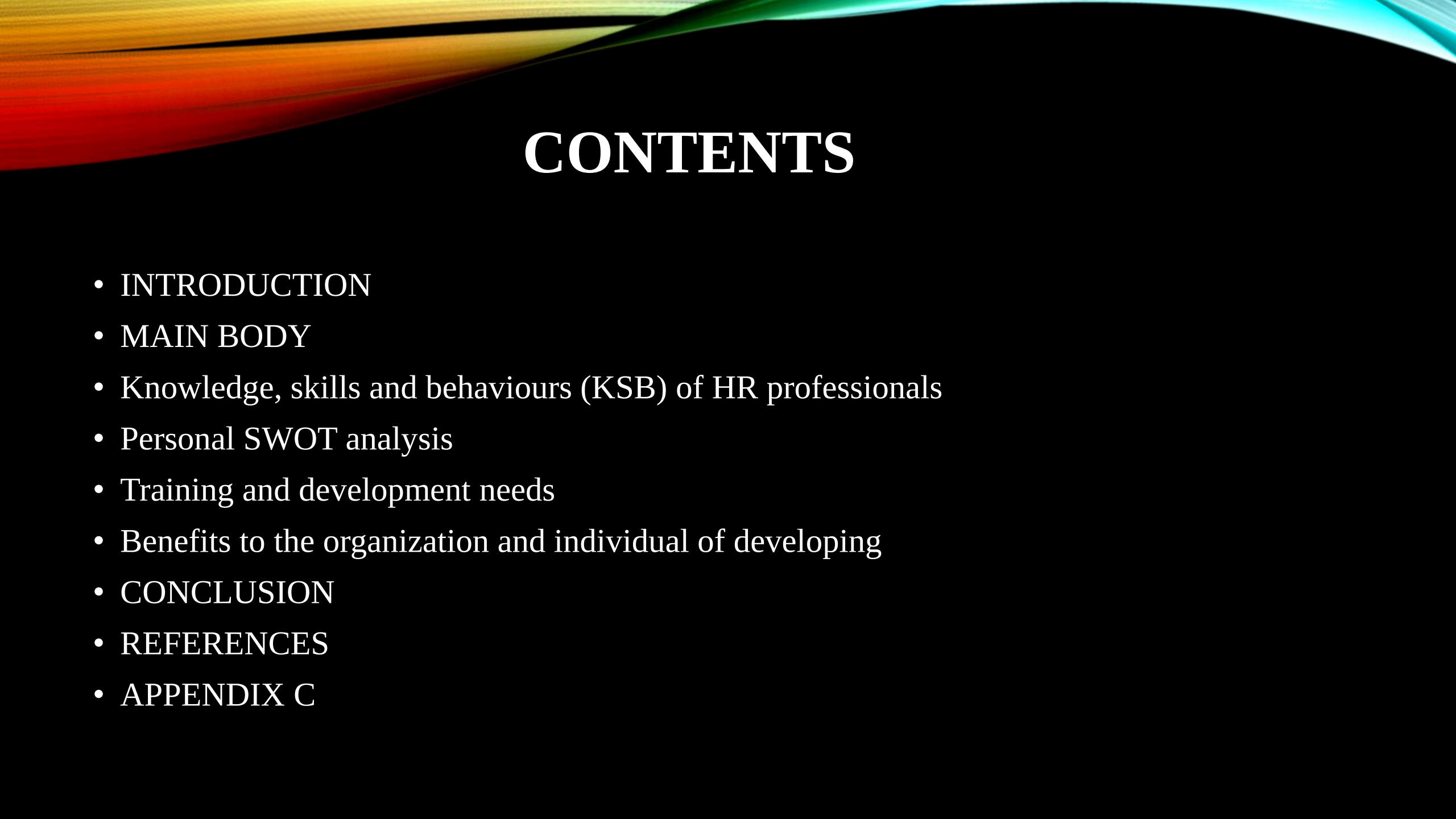
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Date: 20/11/2022



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INTRODUCTION

- This PowerPoint presentation is based on Barker and Stonehouse, one of the leading and finest furniture brand in the UK dealing across furniture retail market.
- Barker and Stonehouse operating in the UK since 1946 and firstly established in Stockton Country Durham, this company have stores in 10 areas of the UK including Newcastle and Thornaby.
- Barker and Stonehouse currently have 411 employee keep this company most valuable.

KNOWLEDGE, SKILLS AND BEHAVIOURS (KSB) OF HR PROFESSIONALS:

- HR professionals carry valuable competencies that help them to deliver quality of work to the organization, these professionals have responsibility to develop relationships and workplace achievements in the business world (Stone, Cox and Gavin, 2020).
- **Knowledge:** HR professionals carry knowledge in several areas of the business, these professionals are highly knowledgeable carry valuable understanding and experience.
- **Business management knowledge:** HR professionals carry business management knowledge which allow them to design and implement those policies which work beneficial for the firm.
- **Financial knowledge:** HR professionals carry financial knowledge which allow them to design and implement payroll and salary process and procedure, financial knowledge help HR to improve their payroll system.
- **Knowledge of legislation and law:** HR professionals are responsible for strategically managing employees within an organisation while remaining compliant with laws that govern employee rights and employer obligation (Joubert,2020).

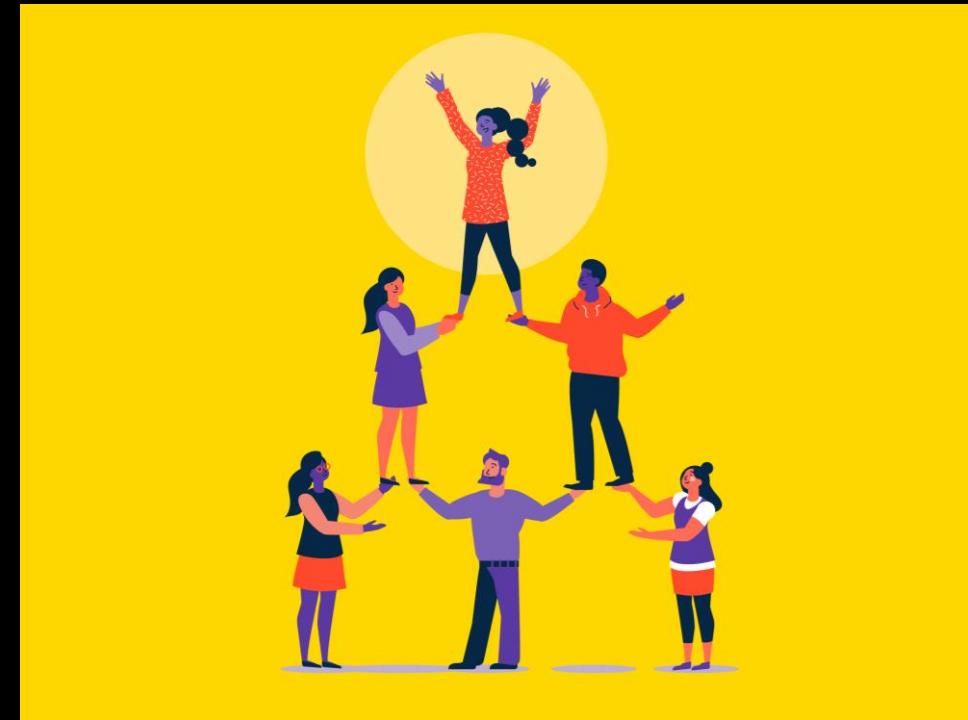
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- **Skills:** Skills are some of the most important aspect of HR professionals, skills means ability to complete task without any mistake.
- HR professionals carry several types of skills which allow them to manage workplace, there are several types of skills carried by HR officer, these are:
- **Communication skills:** Communication skills are some of the most important skills in the business world, HR professionals have communication skill which allow them to interact with each employee of the workplace and help them to maintain professionalism (Boon, Den Hartog and Lepak, 2019).
- **Leadership skills:** HR professionals need to know about leadership for four reasons: (1) they have to exercise leadership in persuading others to do things; (2) they are concerned with the development of leaders in the organization; (3) at a more senior level they have to lead teams; and (4) they are involved in leading change (Armstrong and Taylor, 2020).



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- **Behaviour:** HR behaviours define healthiness of the workplace, HR professional need to have healthy behaviours which allow them to deliver quality of work to the business.
- HR professional stay connected with people (employee) that is why they need to have positive and soft behaviour, there are several types of behaviours carried by HR professionals, these are:
- ***Curious and transparency:*** HR professionals are curious and transparent, they have solution ready for every issue raised by the employee in the workplace (Pak and et.al., 2019).
- HR professional remain transparent during critical situation, these professional curiously have solution to each issue.



PERSONAL SWOT ANALYSIS

SKILLS	WEAKNESSES
Every individual has strength, my strength lies in key skills I carry, I have effective communication skills which allow me to communicate effectively and deliver message to others. On the other hand, I carry leadership skills which help me to lead while working in a group and sharing knowledge.	I carry several weaknesses which impact my career development process, my weakness lies in lack of knowledge and experience in HR field, I have weak knowledge regarding administration work including lack of critical thinking skills. On the other hand, my weakness lies in sudden downfall to my confident level.
OPPORTUNITIES	THREATS
Opportunity are promotional points, I consider them as helpful in achievements of career development and success, there are several opportunities around me. For example: I have opportunities to improve my knowledge in HR field while working in the firm, I have opportunity to improve my critical thinking skills while working with experts.	Threat means level of competition faced by me in the employment world, my peers are my biggest threat because they carry those knowledge and skills which allow them to become effective. I do not have specific knowledge and experience in HR field, but peers are competitors who carry more skills and knowledge than me.

TRAINING AND DEVELOPMENT NEEDS:

- **Increase knowledge:** Training and development allow individual to improve their knowledge and skills in particular area, individual need training to gain knowledge about particular work they will be performing.
- Training ensure individual gain enough knowledge which further can be used in the business management process (Macke and Genari, 2019). Need for training remain high in field of HR to craft and build knowledge, skills, and behaviour.
- **Reduce stress:** Training and development reduce level of stress faced by the employee while carrying out their job roles, due to effective training and development, employee or individual can explore learning.



BENEFITS TO THE ORGANIZATION AND INDIVIDUAL OF DEVELOPING

- **Internal stability:** HR professionals carry knowledge, experience, and skills which allow them to deliver quality of work to the business, HR play significant role in the business management process.
- As a HR officer, firm enjoy internal stability which is one of the major benefit to the business organization.
- HR officer have experience in managing workplace according to the demand, these professional have experience to manage HR issue and deliver solution according to the requirement.
- **Business growth:** With internal stability of the workplace, business enjoy continuous growth which allow them to achieve goals and objectives one by one, HR professional have those skills which help firm to maintain their growth.

CONTINUE...

- While consider level of professionalism, HR have ability to continue the business growth.
- However, business growth is solely do not depend on HR professional or officer, their contribution is the biggest benefit for the firm to enjoy continuous business growth and stability (Strohmeier, 2020).
- **Performance management:** HR professional contribute actively and effectively to the business organization, due to their ability to manage performance of each employee, business have long term footprint in the market.



CONCLUSION

- This presentation has discussed human resource management and its importance in the business organization to manage people.
- Later this presentation has discussed knowledge, skills and behaviours carried by HR professional in the business world and its impact on the efficiency of the workplace.
- Later this presentation has discussed personal skills audit and SWOT analysis to examine key strength and weakness and to examine major opportunities and threat faced by individual.
- Later this presentation has discussed needs for training and development in the professional area of the business.
- At last, presentation has discussed potential benefit to the organisation regarding HR officer and their contribution in the business management and human resource.

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APPENDIX C: PERSONAL SKILLS AUDIT

Appendix C

Personal Skills Audit

Name	Stoyana Ivanova
Job role: Human Resource Officer	

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	X			
Use Excel spreadsheet	X			
Use a Database	X			
Use specialist HR software				X
Use the internet	X			
Use e-mail	X			
Use PowerPoint	X			

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

	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	X			
Explore more than one solution in order to solve a problem	X			

Consider the ideas of others to help solve problems	X			
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Supervisory Management			
How much experience have you had in your role?	☐ < 1 month X	1-3 months	> 3 months
How many people have you managed at any one time?	None —	1-5	Above 5 X

I declare that the information given in this form is true

Signed

Stoyana Ivanova

Date

20/11/2022

ANY
Questions?

thank
you