

TRAINING AND DEVELOPMENT OF AN HR OFFICER

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DEVELOPING RELATIONSHIPS AND WORKPLACE
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COSTA COFFEE

Founded in 1971 in London

Great tasting quality coffee

Largest and fastest growing
coffee shop chain in the UK



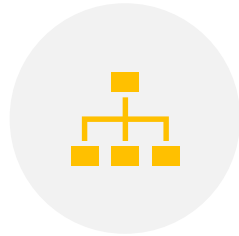
WHAT ARE THE KNOWLEDGE, SKILLS, BEHAVIOURS REQUIRED BY HUMAN RESOURCE PROFESSIONALS?

- Management skills
- Interpersonal skills
- IT skills
- Organizational and planning skills
- The ability to analyze, interpret and explain employment law

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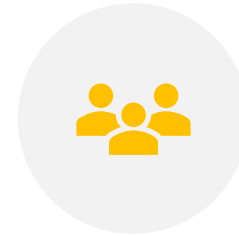
COMMUNICATION
SKILLS



ADMINISTRATIVE



HUMAN RESOURCE
MANAGEMENT
KNOWLEDGE



RECRUITMENT AND
SELECTION



KNOWLEDGE OF
HRIS

CON...WHAT ARE THE KNOWLEDGE, SKILLS, BEHAVIOURS REQUIRED BY HUMAN RESOURCE OFFICER AT COSTA COFFEE?



Advising



Decision
making skills



Technical skills



Performance
management



Coaching

SWOT ANLYSIS

Strength :

- Work experience
- Graduate
- Administration
- Interpersonal skills

Weaknesses :

- Public speaking
- HR software
- Payroll software

SWOT ANALYSIS

Opportunities:

- Better career options
- Personal development
- Administration-organization

Threats :

- Increased competition in the field

WHAT ARE THE BENEFITS OF TRAINING AND DEVELOPMENT FOR HR OFFICER?



Confidence in own skills and abilities



Boost morale



Job satisfaction



Improved productivity



Less support required



Opportunities

CONCLUSION

A better trained workforce brings increased output for the company. Successful organizations are becoming adaptive, resilient, quick to change direction and customer-centered.

According to Dickson (1998), most important function of HR manager is to provide a support system to its employees; it can be emotional or physical.

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