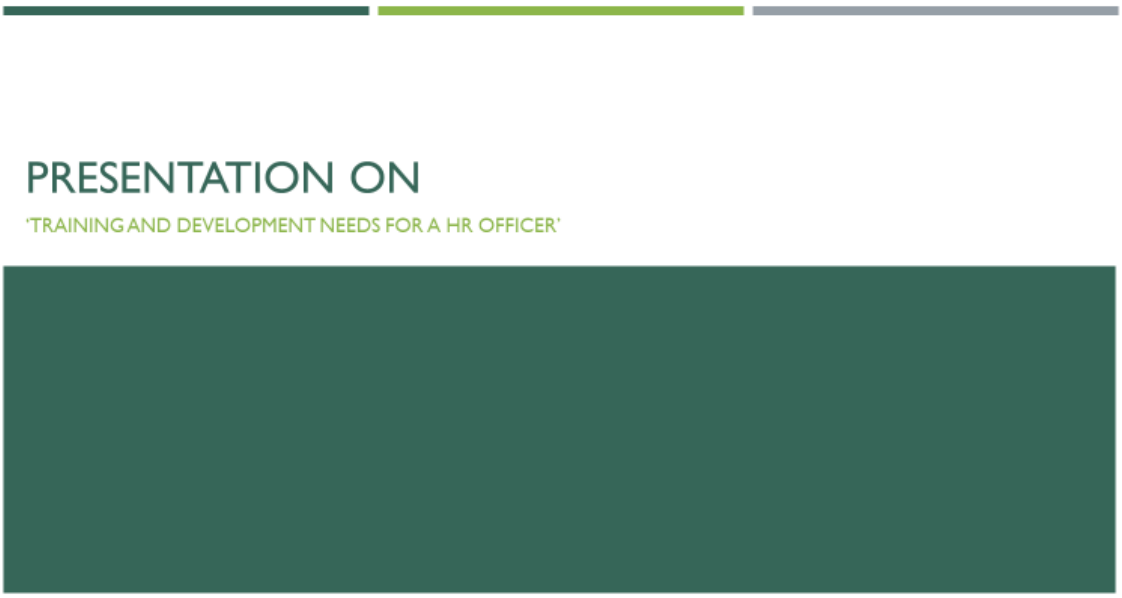
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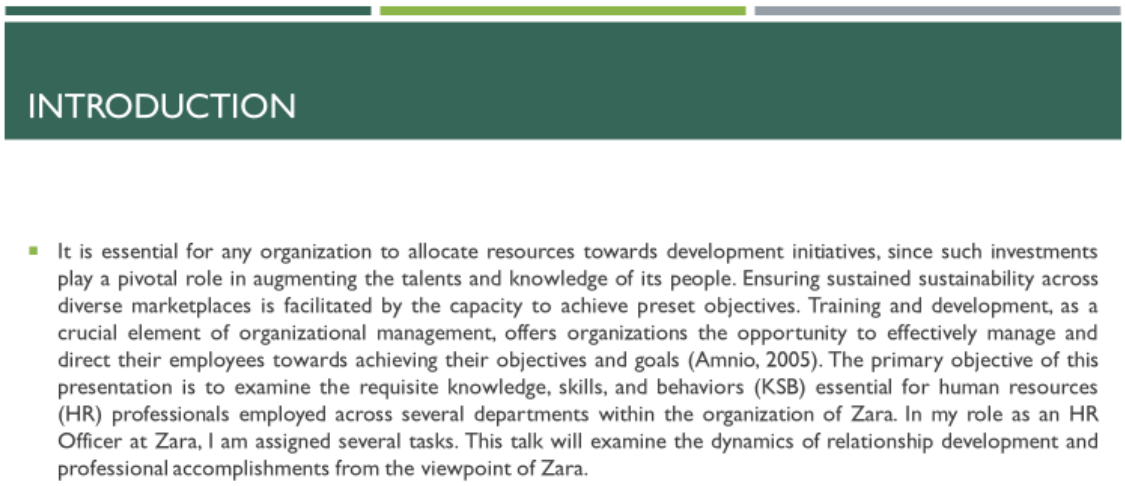
Developing Relationships and Workplace Achievements

Slide 1: Title page



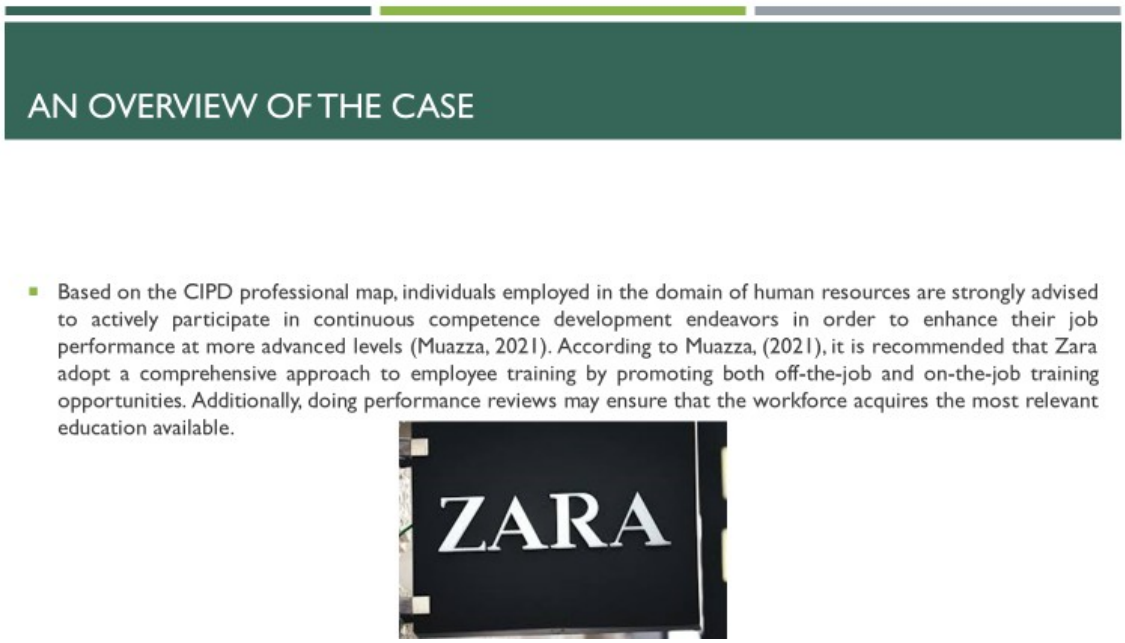
Welcome

Slide 2: Introduction



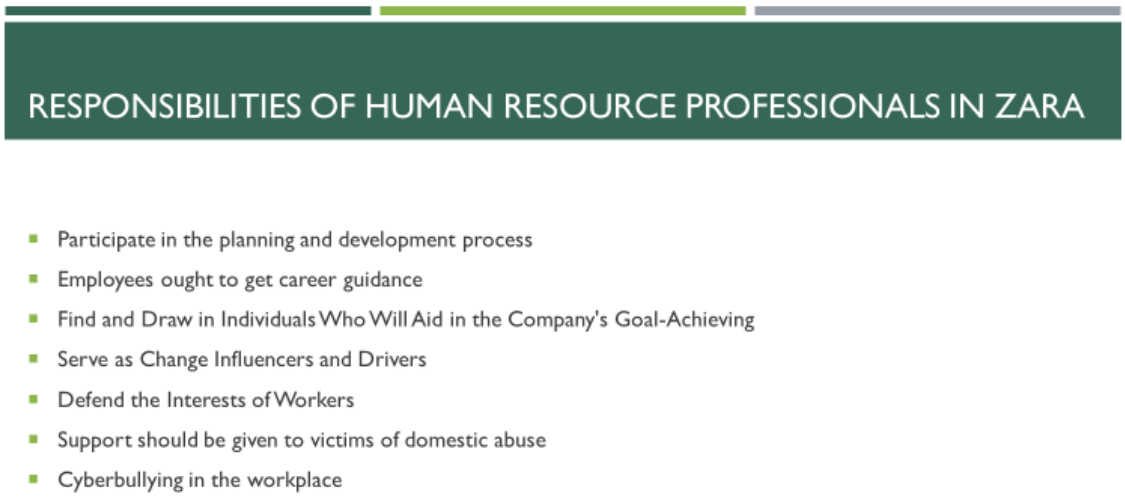
It is essential for any organisation to allocate resources towards development initiatives, since such investments play a pivotal role in augmenting the talents and knowledge of its people. Ensuring sustained sustainability across diverse marketplaces is facilitated by the capacity to achieve preset objectives. Training and development, as a crucial element of organisational management, offers organisations the opportunity to effectively manage and direct their employees towards achieving their objectives and goals (Amnio, 2005). The primary objective of this presentation is to examine the requisite knowledge, skills, and behaviours (KSB) essential for human resources (HR) professionals employed across several departments within the organisation of Zara. In my role as an HR Officer at Zara, I am assigned several tasks. This talk will examine the dynamics of relationship development and professional accomplishments from the viewpoint of Zara.

Slide 3: An Overview of the Case



Based on the CIPD professional map, individuals employed in the domain of human resources are strongly advised to actively participate in continuous competence development endeavours in order to enhance their job performance at more advanced levels (Muazza, 2021). According to Muazza (2021), it is recommended that Zara adopt a comprehensive approach to employee training by promoting both off-the-job and on-the-job training opportunities. Additionally, doing performance reviews may ensure that the workforce acquires the most relevant education available.

Slide 4: Responsibilities of human resource professionals in Zara



Participate in the planning and development process: Throughout their employment at Zara, they identify, define, and accomplish the organization's objectives. It is the duty of HR executives to ensure that the objectives of Zara are reflected in the work being done by their individual business units (Costello & Daugherty, 2010).

Employees ought to get career guidance: With the assistance of human resource specialists, employees may get knowledge about areas in which they can excel and create customised action plans. Against conventional wisdom, a performance checklist evaluates workers only on their work product.

Find and Draw in Individuals Who Will Aid in the Company's Goal-Achieving: HR directors often get this kind of recognition for their achievements in fostering a positive workplace culture and providing competitive pay and benefits to attract and retain top personnel for the company.

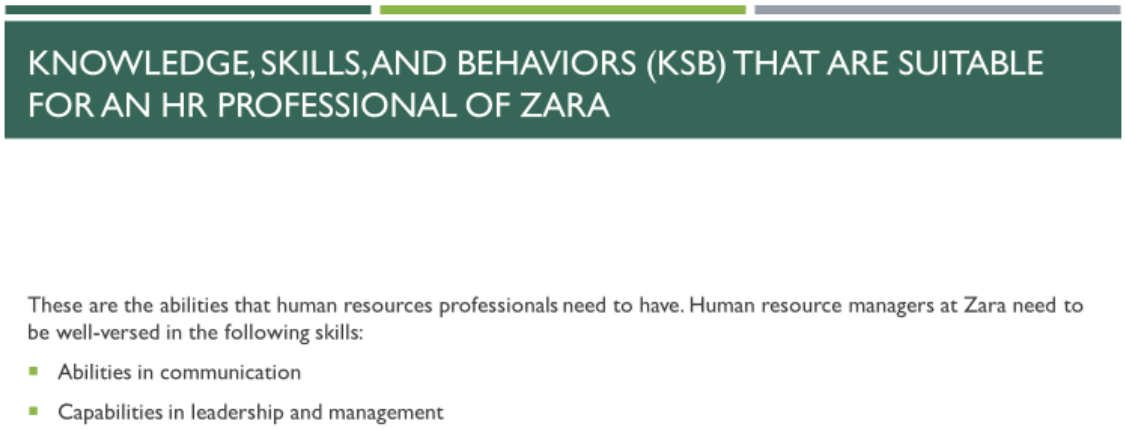
Serve as Change Influencers and Drivers: Leading change efforts is the responsibility of many firms' chief human resources officers. As a consequence, modern HR executives have strong project management skills in their toolbox of corporate resources.

Defend the Interests of Workers: In addition to their duties as advocates for their firms' management, human resources directors play a critical role in the development and growth of their organisations.

Support should be given to victims of domestic abuse: Due to the widespread occurrence of domestic abuse, companies are no longer able to maintain the view that domestic abuse belongs in the purview of local authorities.

Cyberbullying in the workplace: According to Sadia et al. (2020), cyberbullying is bullying that takes place online and spreads to victims' homes and workplaces via the Internet.

Slide 5: Knowledge, skills, and behaviors (KSB) that are suitable for an HR professional of Zara



These are the abilities that human resources professionals need to have. Human resource managers at Zara need to be well-versed in the following skills:

Abilities in communication: Communication skills are essential for Zara HR professionals since they enable them to maintain productive working connections with workers. Therefore, having this competence is essential for HR professionals to succeed. Zara's HR professionals may inspire employers to meet the company's aims and objectives by using their excellent communication skills to build deep bonds with them (Sadia et al., 2020).

Capabilities in leadership and management: HR specialists should guide staff members towards the company's vision and objectives. Over time, Zara may be able to accomplish its overall aims and planned goals with the help of its skills (Stuart & Jon, 2019).

Slide 6: Behaviour that is crucial for human resource professionals



Regarding abilities in the same manner: In a same vein, one of the best things Zara HR specialists can is develop and reinforce staff loyalty to the company by refraining from favouritism and promoting equitable treatment (Stuart & Jon, 2019).

Behaviour deserving of imitation: Human resources professionals must conduct their business ethically if they want to have a positive influence on the performance and productivity of their companies as well as that of their employees. The HR specialist at Zara can guarantee the organization's long-term survival in its relevant sector and assist in giving the business a competitive advantage within it by using the ethical conduct practises that the firm has put in place (Stuart & Jon, 2019).

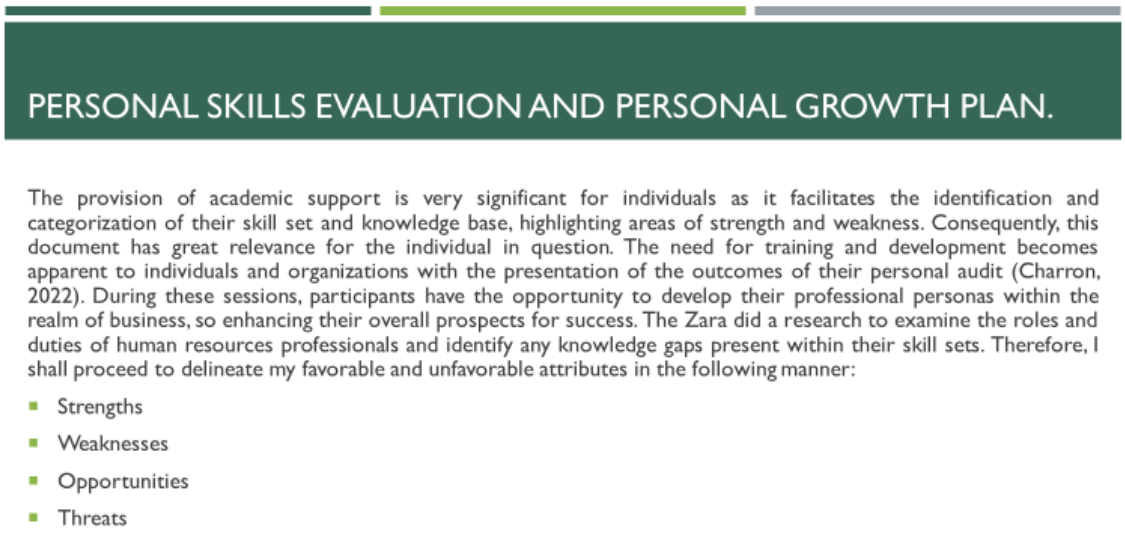
Slide 7: Knowledge that is required for HR Professionals



Rules and directives from the government: Therefore, it is necessary for the HR specialists at Zara to be knowledgeable about these laws and to apply them at work. Negligence might subject the business to many fines and obligations from the law, which would be detrimental to both its long-term viability and its reputation in the market (Gambatese et al., 2022).

Taxes: It is the responsibility of the HR professional to ensure that the profits of each and every employer are computed, and that the correct amount of taxes is deducted from those earnings.

Slide 8: Personal skills evaluation and Personal growth plan.



The provision of academic support is very significant for individuals as it facilitates the identification and categorization of their skill set and knowledge base, highlighting areas of strength and weakness. Consequently, this document has great relevance for the individual in question. The need for training and development becomes apparent to individuals and organisations with the presentation of the outcomes of their personal audit (Charron, 2022). During these sessions, participants have the opportunity to develop their professional personas within the realm of business, so enhancing their overall prospects for success. The Zara did a research to examine the roles and duties of human resources professionals and identify any knowledge gaps present within their skill sets. Therefore, I shall proceed to delineate my favourable and unfavourable attributes in the following manner:

Strengths

My proficient communication capabilities facilitate effective interchange of ideas and opinions with others, so leading me to ascertain the presence of robust communication skills inside myself.

Furthermore, I have come to the realisation that I am capable of effectively making substantial business choices for CIPD by using the instruments at my disposal.

Moreover, my adeptness in collaborative work has enabled me to effectively engage with the relevant individuals inside this organisation.

Weaknesses

Due to my limited ability to multitask efficiently, I cannot ensure the timely completion of all tasks and responsibilities.

Furthermore, it seems that I possess insufficient technical proficiency, hence impeding my ability to proficiently carry out the duties and obligations associated with the role of a human resources professional in accordance with the protocols established by the Chartered Institute of Personnel and Development (CIPD).

Opportunities

The potential for new possibilities may arise if one has the ability to effectively communicate and successfully manage their time.

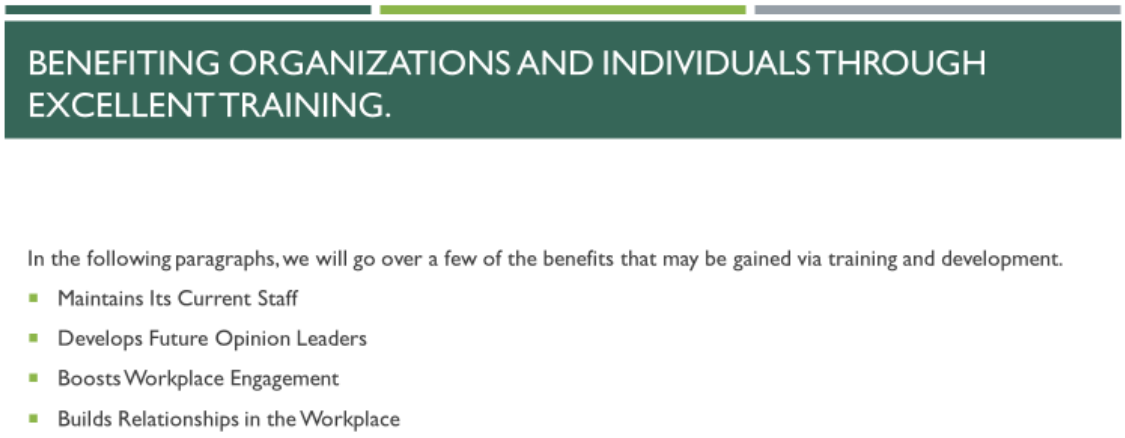
- These are the
- Meet your deadlines;
- Boost the effectiveness of your job;
- A considerable rise in both productivity and efficiency.
- Reductions in putoffs are significant.

Threats

Proficiency in computer-based technology and the execution of technical activities need a comprehensive understanding and aptitude in the domain of technology. Frequently denoted as computer skills, these proficiencies are applicable across several domains.

Due to my limited technical proficiency, my vulnerability increases in the event of a failure to identify a resolution.

Slide 9: Benefiting organizations and individuals through excellent training.



In the following paragraphs, we will go over a few of the benefits that may be gained via training and development.

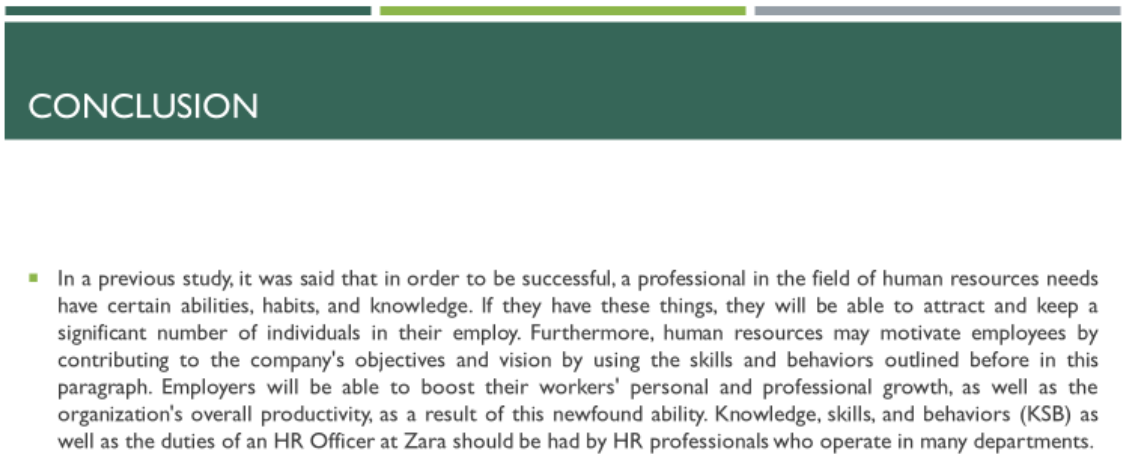
Maintains Its Current Staff: Keeping brilliant staff on board is a huge problem for employers, but offering opportunities for professional advancement may be helpful in this regard.

Develops Future Opinion Leaders: It is frequently crucial to the growth and development of a firm to choose potential candidates for leadership roles who possess the appropriate competencies.

Boosts Workplace Engagement: It is possible that instituting regular assessments of the credentials, abilities, and work practises of workers might help reduce the amount of inactivity that occurs in the workplace.

Builds Relationships in the Workplace: In addition to working with colleagues who possess specialised expertise, they may rely on one another to acquire new skills (Harper, 2022).

Slide 10: Conclusion



In a previous study, it was said that in order to be successful, a professional in the field of human resources needs have certain abilities, habits, and knowledge. If they have these things, they will be able to attract and keep a significant number of individuals in their employ. Furthermore, human resources may motivate employees by contributing to the company's objectives and vision by using the skills and behaviours outlined before in this paragraph. Employers will be able to boost their workers' personal and professional growth, as well as the organization's overall productivity, as a result of this newfound ability. Knowledge, skills, and behaviours (KSB) as well as the duties of an HR Officer at Zara should be had by HR professionals who operate in many departments.

Slide 11: References



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Appendix

Appendix A

Key expectations of HR Officer Roles

HR departments are expected to add value to the organisation they support. The exact nature of the work varies according to the organisation, but is likely to include:

- working closely with various departments, increasingly in a consultancy role, assisting lin managers to understand and implement policies and procedures. promoting equality and diversity as part of the culture of the organisation.
- liaising with a range of people involved in policy areas such as staff performance and health and safety.
- developing and implementing policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures, and absence management. preparing staff handbooks.
- advising on pay and other remuneration issues, including promotion and benefits; undertaking regular salary reviews.
- negotiating with staff and their representatives (for example, trade union officials) on issues relating to pay

Appendix B

Strengths What do you do well? What unique resources can you draw on? What do others see as your strengths?	Weaknesses What could you improve? Where do you have fewer resources than What are others likely to see as weaknes
Communication Skills Leadership Skills Critical thinking	Networking skills Technological skills Introvert personality
Opportunities What opportunities are open to you? What trends could you take advantage of? How can you turn your strengths into opportunities?	**Threats** What threats could harm you? What competition doing? What threats do your weaknesses expose
Time management ,communication and my other strengths and skills can create opportunities	Since I have lack of technological skills create threats if I cannot solve this.

Appendix C

Appendix C

Personal Skills Audit

	Name Stacey Sugarova
Job role: Human Resource Officer at Zara	

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 experien**
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 experien**
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 experien**
Problem solving skills				
Make good use of verbal reasoning skills, able to handle	✓			

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	— Stacey Sugarova			
Date	18/11/23			