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## **Training and Development needs for a HR officer**



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# HR officer



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The Human Resources department is an internal department that is within an organization. The functions in the Human Resources department in a company are numerous and diverse, such as internal correspondence tasks to administrative procedures with various responsibilities.

In this department, the following processes are carried out: recruitment, collection, hiring, incorporation or welcome, training, promotion, payroll, contracts, and dismissals.

The job of a Human Resources Officer is to assist every day in all operations. In Human Resources, we can find a variety of professional profiles to do the job as an officer in this department.

# HR Professionals Knowledge



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A human resources officer takes care of the management and organization of the employees' work.

Theoretical and practical resources are needed to enable a human resource officer to respond rapidly and efficiently to problems that occur in any area of operation.

# HR Professionals Skills

What are the Skills HR Professionals Need to Develop?

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## \*Ability to Analyse and Organize

The human resources department's decisions must be in line with the company's strategy.

## \*Team Management

A Human Resources Officer's approach can be based on team building, which fosters personal relationships among employees, allowing the group to operate more efficiently.

## \*Empathy and Leadership

In order to get the most out of their employees' participation in the company and team management, the Human Resources officer must be a mentor and an example for them.

## \*Negotiation Skills

Negotiation skills are important for resolving conflicts that can occur in a team.

## \*New Technologies

When emerging developments result in organisational improvements, a Human Resources officer must be a strong advocate for them.

## \*Professional Development

Any organization's talent must be identified, internally recognised, managed, created, and enhanced by a Human Resources officer.

# HR Professionals Behaviours



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At Costa Coffee, an organization where I have worked since 2020, the officer of human resources has extensive knowledge of the internal environment of the company, and also has an analytical capacity, knowing how to analyse and apply the information received

The company has a broad sense of justice generated by the culture of respect. In the human resources department, the officer projects confidence in the employees.

Costa Coffee has a proactive approach and knowledge to anticipate problems as they have 50 years of experience with it.

We can see leadership exercised by the officer, the ability to influence others without exercising authority.

The organization develops and implements policies such as working conditions (for example flexible contracts for students), performance management, (if you get a target, you can have a day off) equal opportunities, (in my store we have a person with a case of autism) disciplinary procedures and absences. (If you do not show up for work without notice, you may be fined.)

They are excellent at advising on salary and other matters of compensation, promotions, and benefits; they conduct periodic salary reviews in the apps Dayfore and Costa learning.

The training with departmental directors and with other officers from other stores is going constantly.

# Information Technology



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Since the advantages of using digital technologies are significant, professionals must strive to incorporate modern technological tools and demonstrate them to their employees, as well as maintain ongoing training in this field.

The human resources department must consider the far-reaching impact that the current Digital Era is having on businesses in order to capitalise on organisational opportunities. I can use my technology knowledge to manage payroll and maintain employee records.

I can use the technology for the recruitment of personnel, for the description of positions and specifications of the indicated person, for the preparation of job announcements, (For example in the Indeed app) for the verification of application forms, for the selection of candidates, for the interviews, and selection of candidates.

Furthermore, I can use Word to prepare manuals for staff.

I know how to use Excel to develop Human Resource planning strategies, with immediate and long-term staffing requirements, also planning work schedules. Another technological tool that I would use would be WhatsApp to provide training, instructions, inductions for personnel.

# Communication Skills

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The human resource officer's ability to properly coordinate and communicate with his/her team is critical. Since good team management will reduce labour disputes and increase the confidence of workers in the company.

I can use my communication skills working in collaboration with various departments, also I can deal with complaints and implement disciplinary procedures.

I have the communication skills to negotiate with staff on issues related to pay and employment conditions.

In addition, I can use my abilities to communicate with a wide range of people involved in policy areas such as employee efficiency, health, and safety labour. I have to improve in my communication skills in the English language and try to be less shy when I have to speak

# Problem Solving Skills



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A human resources officer's primary responsibility is to negotiate agreements that favour both employees and the organisation. Negotiating, giving in, providing alternatives, and so on

I am a person who makes good use of verbal reasoning skills, and I can manage complicated data and use information selectively.

I enjoy researching and exploring several solutions to a problem, and I occasionally use other people's suggestions to assist in problem-solving.

# My Training as HR Officer



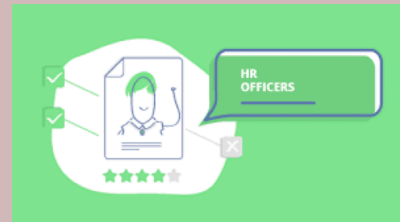
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As a Human Resources officer, I believe that I have the ability to respond favourably to the objectives of a company. I have the ability to define what personnel would be suitable for the organization.

I have the knowledge of how to get the workers to contribute to the objectives of the company, thus achieving the personal satisfaction of the employees.

With all my skills, I can: do employment contracts, write reports, produce presentation materials, deliver a training session, resolve disputes/complaints, do interviews, use Microsoft Office Word, an Excel spreadsheet, a database, advanced human resources software, the Internet, email, and PowerPoint to their full potential.

# My Development as HR Officer



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I am an empathetic person. I have the ability to put myself in the place of another person, the ability to lead a team, to work and empower people to feel close. I have the ability to resolve conflicts.

Furthermore, I connect with different types of people. My organizational and analysis skills help me to solve possible situations that may arise.

Not only do I need to know team management in this area, I also have to hire new members. I have the skills and the talent to find and get new employees.

I like to listen to people, show them confidence, explain doubts, and, above all, I consider myself a nice person.

# Conclusion



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In the Human Resource department, employees are hired and dismissed. For the company, the participation of the human resources department officer is very important to improve performance and employee motivation. I think this department requires the right personnel, with the right knowledge and skills, to enable them to perform the job effectively and obtain satisfactory results.

# Thank You



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