

Developing relationships and workplace achievement

‘Training and Development
needs for a HR officer’

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Introduction of Tesco

- Tesco was founded in 1910 by Jack Cohen, starting with a small shop in East London, and until today it has 300,000 employees.
- Tesco is a multinational retail organization headquartered in the United Kingdom, one of the world's largest retail chains, operating thousands of stores across various countries.
- The structure of Tesco follows a hierarchical organizational structure with different levels of management, including the HR department.
- Tesco is a publicly traded company listed on the stock exchange. (EEPH, 2017)



Knowledge, Skills and Behaviour (KSB)

The role of HR professionals at Tesco requires a specific set of knowledge, skills, and behaviours to effectively support the organization's human resources management. (Heliyon, 2021)

- Understanding of employment law and regulations
- Knowledge of compensation and benefits practices
- Understanding of talent management strategies
- Familiarity with HR technology and systems

Skills

Skills that are essential for HR professionals at Tesco are:

- Strong communication and interpersonal skills
- Analytical and problem-solving skills
- Project management skills
- Conflict resolution and negotiation skills (education, 2023)



Behaviour

- Ethical and professional conduct
- Adaptability and resilience
- Collaboration and teamwork
- Continuous learning mindset



Necessary Trainings

- HR Analytics and Data Interpretation
- Change Management and Organizational Development
- Digital HR and HR Technology Implementation
- Diversity and Inclusion Strategies and Practices



Benefits of training for the company

- Improved Employee Performance and Productivity
- Enhanced Customer Service
- Fostering a Learning Culture
- Innovation and Adaptation to Change



Benefits of training for HR professional

- Enhanced Skills and Knowledge
- Improved Performance
- Increased Employee Engagement
- Effective Talent Management



Conclusion

Throughout this presentation, we have explored the important aspects of HR professionals at Tesco, including the knowledge, skills, and behaviors required.

As HR professionals at Tesco, it is crucial to continuously enhance our knowledge and skills to meet the evolving demands of the organization and the HR industry.

Training and development not only benefit us as HR professionals by enhancing our capabilities and performance but also add value to Tesco through improved HR practices, talent management, and employee engagement.

References

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Appendix B

Strengths What do you do well? What unique resources can you draw on? What do others see as your strengths? Organisation and time management Creativity and open mind Reliability and empathy	Weaknesses What could you improve? Where do you have fewer resources than others? What are others likely to see as weaknesses? Use of technology Role and regulation Lack of IT knowledge

Appendix B

Opportunities

What opportunities are open to you?

What trends could you take advantage of?

How can you turn your strengths into opportunities?

Carrier development and personal growth

Promoting sustainable practice

Increasing and developing my best skills in favour of sustainability

Threats

What threats could harm you?

What is your competition doing?

What threats do your weaknesses expose to you?

Lack of knowledge of new technology

Upgrading new HR systems

Don't keep up with quick changes

Appendix C

Appendix C

Personal Skills Audit

Name Andrea Pisanti
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			
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