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TRAINING AND DEVELOPMENT NEEDS FOR A HR OFFICER

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INTRODUCTION AND BUSINESS PROFILE

- **Morrisons**

- Founded in 1899
- 497 Stores
- 118,000 Employees
- 9m Customers Per Week.
- £17 Billion Turnover per year

- **Mission**

To make and provide food we are all proud of, where everyone's effort is worth while, so more and more people can afford to enjoy eating well.



notes to slide 3

Morrisons is one of the biggest supermarket business organisations in the United Kingdom. The organisation was founded in Bradford in 1899 almost 122 years ago by William Morrison. At present Morrisons has 497 stores in different areas of the United Kingdom employing 118,000 employees. Originally Morrisons was an Egg & Butter market stall but now the main products of Morrisons are food and drink, books, magazines, clothing, homewares and even petrol. They have 339 petrol stations making them the 8th largest petrol operator in the UK. The headquarters of “Morrisons” is situated in Bradford, England, UK.

Morrisons Mission: To make and provide food we are all proud of, where everyone's effort is worthwhile, so more and more people can afford to enjoy eating well.

KNOWLEDGE, SKILLS AND BEHAVIOUR(KSB) REQUIRED BY HR PROFESSIONALS

Knowledges required by the HR professionals:

Knowledge of business

Organizational knowledge

Knowledge of best practices in human resources

Knowledge of labour legislations

notes to slide 5

Knowledge, skills and behaviours are the most important factors needed for a HR officer who contributes in an organisation by helping to recruit talented employees. They should have knowledge of the organisation, culture, policies, HR procedures, manpower requirements and also the organisation's mission statement. They need to know what direction the organisation will take in the future to ensure they plan the human resource required.

With the ever advancing technology, we can be sure any adverts for vacant job roles will reach a vast nationwide audience and provide us with a huge selection of applicants to review.

A HR officer who is consistently up to date with changes in the HR world will be even more beneficial both to the organisation and also to the team members. To do this the person should be familiar with new literature, courses and also

KNOWLEDGE, SKILLS AND BEHAVIOUR(KSB) REQUIRES BY HR PROFESSIONALS

Skills required by the HR professionals:

Strategic thinking and analytical skills

Change Management skills

Communication skills

Leadership management skills

Technological skills

notes to slide 7

Strategic thinking and analytical skills are required to help the organisation achieve its goals. The HR officer must be able to analyse a wide range of inputs, including financial statements and key performance indicators (KPI's), as well as market conditions, business trends and internal resource requirements.

Change management skills are needed to analyse the changes occurring from year to year, whether the change is positive or negative. Using this information a HR Officer can lead team members towards better performance.

Communication skills are important when implementing change and policy as the message being communicated has to be digested and understood by a range of individuals.

Leadership skills are required in order to influence members of the organisation and get them onboard with proposed changes.

Technological skills will enable the HR Officer to be more productive by being able to accumulate, present and share appropriate information with team members.

KNOWLEDGE, SKILLS AND BEHAVIOUR(KSB) REQUIRES BY HR PROFESSIONALS

Behaviours required by the HR professionals:

Ethical Behaviour

Personal credibility

Equity and Fairness

notes to slide 9

A HR officer should be able to portray specific traits to gain trust amongst team members, these include integrity, confidentiality, professionalism, equality, ethics and more. If a person is successful in these areas then they can break down barriers and influence not only the team members but also the organisation. An organisation that is seen to be doing the right thing ethically, treating team members, clients and the public with respect, fairness & equality will gain confidence from inside and outside the organisation.

KSB SKILLS PRACTICED IN MORRISONS

- In Morrisons, Human resource manager practices the following skills:

Established equality among the employees.

Communicate with employees while implementing working policies

Dealing with grievances and implementing disciplinary procedures.

Advising on pay and other remuneration issues, including promotion and benefits.

Planning and sometimes delivering training - including inductions for new staff.

notes to slide 11

We employ over 100,000 staff and so we must have policies and procedures that are fair, consistent and available to everybody. Actioned correctly, these policies will have a positive effect for the business creating uniformity and trust amongst our staff. As HR officers we will play a key role in developing, implementing and effectively communicating these policies.

In Morrisons, the human resource manager promotes equality and diversity as part of the culture of the organization. In recruiting staff, which involves developing job descriptions and person specifications, preparing job adverts, checking application forms, shortlisting, interviewing, and selecting candidates. Human resource officers develop and implement policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures, and absence management. Advising on pay and other remuneration issues, including promotion and benefits; negotiating with staff and their representatives (for example, trade union officials) on issues relating to pay and conditions.

A PROFESSIONAL DEVELOPMENT PLAN

- Professional development plan is necessary to develop Human resource manager's existing skills and add new skills.
-
- Human resource manager must get technological training so that they can provide enough information regarding any software needed for production.
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- Recruitment training related with rapid advancements so that talented employees can be hired.
-
- Comprehensive skills training to implement HR metrics to automating reporting.

notes to slide 13

Our people are at the forefront of our organisation so our HR officers have to ensure that we not only have quality people but we provide them with quality training. If we can be successful at this we can limit staff turnover by having engaged and committed staff leading to productivity and innovation.

Our HR officers will also need ongoing continuous training and development, for this a Personal Development Plan (PDP) is a valuable tool. It would provide a visual outline and roadmap for personal growth along with a structure and timeline. “You don’t know what you don’t know” so it is essential that HR officers continually improve their self development by attending courses and seminars which can also be included in the PDP. The PDP can be updated and should also align with the business needs. The HR officer needs an ever changing skill set to keep upto date with technology advances, policies and legislation. The world of recruitment and retention is becoming more and more difficult so a successful HR officer must continuously develop in order to help the organisation attract the best personnel.

BENEFITS OF TRAINING AND DEVELOPMENT

- As a human resource manager, training and development can be beneficial as follows-

Improved Communication skills

A better understanding of the manager's role

Improved understanding of change management

Enhance decision making skills

Boosting productivity

notes to slide 15

No matter what a person's knowledge level is, it is important to continuously examine and increase new competencies. As a person's career progression develops they will share their performance with colleagues who will in turn benefit and be influenced from these newly gained competencies.

I will achieve more and more competencies over my career and continue to develop my existing skills. I will learn how to communicate in more effective ways that allow me to influence multiple audiences from team members to key decision makers within the organisation. Similarly, I can learn important communication strategies that enable employees to collaborate toward common goals.

Understanding change management can also equip me with the know-how to tackle questions around how a company can get from point A to point B, what actions employees must take during transitions, and how to ensure those actions are executed. By attaining decision making ability, I can also boost my productivity. The benefits of training and development are endless in an organisation but they include job satisfaction, motivation and personal growth for individuals which all benefit the organisation.

CONCLUSION

- From participating in training sessions, human resource manager can develop his/her existing skills which are indirectly beneficial for the company.
- To make more effective items, the "Morrisons" must apply technical skills and practise in their field. As a result of these implications, the "Morrisons" are required to give technical assistance to their workers.

notes to slide 17

Participating in training and development can improve a person's profession by means of equipping them with the tools, knowledge and understanding to make important and powerful decisions, influence and mentor colleagues. Continuous development will stretch a person's abilities enabling them to achieve higher and higher goals and overcome many obstacles in their or the organisation's way.

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Appendix B

Personal Skills Audit

Name ZORIANA FEDORCHUK
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	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		

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 X	Above 5

I declare that the information given in this form is true

Signed	<i>zfor</i>
Date	02/12/2021