



Training and Development needs for a HR officer.

Student: Anna Berova | Student ID: 2128364

Lecturer: Charles Nwaogwugwu

Module: Developing Relationships and Workplace Achievement | BMSW5102

Programme: BA (Hons) Leadership and Management Skills for the Workplace

Company introduction



- Iron Mountain (UK) PLC company is a provider of information management and data center solutions services.
- The company work more than 225,000 customers in a variety of industries in 63 countries around the world. MarketLine (2023, p 1)
- Company structure consist following departments: digital solutions, data centers, innovations, financial, operations, diversity and equality and human resources.

Iron Mountain (2023)

Knowledge is
Power

Knowledge needed for a HR officer



Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labour relations and negotiation, and personnel information systems.



Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.



Knowledge of principles and methods for HR and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Anthony W.P (2002)

Skills needed for a HR officer



Use Information Technology (Word, Excel, Database, special HR Software)



Communication skills

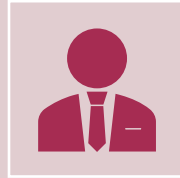


Problem solving skills



- Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action

Behavior needed for a HR officer



Ability to cooperate with a variety of people



Confidentially



To be role model



SWOT Analyse

Strengths

- Organisations skills
- Work experience
- Recruiting and selection skills
- Communication skills / bilingual

Weaknesses

- Delegation
- Presentations skills
- Confidence to talk in front of big audience

Opportunity

- Developing myself
- Training and develop others
- Mentor my team

Threats

- Lack of time
- Competition
- Not many career opportunities

Benefits of training and development to the organization



One of the benefit of training and development to the company is that standards across the company are high and consistent.



Maximise employee potential and improves staff moral



Training and development help to reduce employee turnover.

Benefits of training and development to the HR specialist



Helps employees to be at the best of their knowledge and skills up-to-date.



Build their confidence



Career progression and advancement.



Conclusion

Human Resources department is one of main components of the company.

Continuing professional development helps organization and employees to make company succeed and growth in the future.



**"Train people well enough so
they can leave. Treat them well
enough so they don't want to."
– Sir Richard Branson**

References



- Anthony W.P., Kacmar, K.M., Perrewé, P.L. (2002) *Human resource management: a strategic approach*, 4th ed. Fort Worth : Harcourt College Publishers. [HF5549 .A866 2002](#)
- Goldstein, I. L., Ford J.K. (2002) *Training in organizations : needs assessment, development, and evaluation*, 4th ed. Belmont, CA . [HF5549.5.T7 G543 2002](#)
- Greer, C.R. (1995) *Strategy and human resources - a general managerial perspective*, Prentice Hall.
- Iron Mountain (2023) *About us/Leadership*. Available at: <https://www.ironmountain.com/about-us/leadership> (Accessed: 7 November 2023)
- MarketLine (2023) *IC_IronMountainIncorporated_Profile_191123*. Available at: MarketLine Advantage database (Accessed: 7 November 2023)
- Mullins, L. (2006). *Essentials of organisational behaviour*. Harlow: Financial Times Prentice Hall.
<https://www.dawsoneracom.ezproxy.uwtsd.ac.uk/abstract/9781405872218>
(Accessed: 9 November 2019)
- [Riley, Michael](#), (1996) *Human resource management in the hospitality and tourism industry*, 2nd ed. Oxford ; Boston : Butterworth-Heinemann. [TX911.3.P4 R55 1996](#)

Personal Skills Audit

Name Anna Berova

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 <u>specialist</u> 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 <u>disciplinary hearings</u>		x		
Write reports		x		
<u>Produce material</u> 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				

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	
			x	
How many people have you managed at any one time?	None	1-5	Above 5	
	—		x	
I declare that the information given in this form is true				
Signed	Berova			
Date	11/11/2023			