

Developing Relationship and workplace achievement (BMSW 5102)



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Module: Individual presentation on Training and development needs for an HR officer

Programme: BA (Hons) leadership and management skills for the workplace

Overview

- A brief introduction of the company
- Knowledge of an Officer HR
- Skills of an Officer HR
- Behaviours of an Officer HR
- SWOT Analysis of the HR Officer
- Benefits of HR Officer Training and Development
- Benefits of an Organisation's Training and Development
- Conclusion
- References
- Appendix

A brief introduction of the company

- IOC Image Office Cleaning Ltd.
- A private company with a split limited partnership regime
- Founded in 2003
- Location: United Kingdom- London
- Values of the company: sustainability, quality and investing in people

Knowledge for an officer HR

- **Recruitment and Hiring Processes:** How to Recruit and the Processes of Hiring Effective Staff
- **Employee Training:** Implement employee training programs
- **Employee Records:** Maintain accurate and up-to-date employee records
- **Compliance:** Comply with labour laws, regulations, and standards
- **Performance management:** Establish evaluation processes to know the employee's performance
- **Problem Solving:** How to Handle Disputes and Conflicts and Facilitate Effective Resolution
- **Customer Service & Staff:** It is the assessment of customer needs, compliance with service quality standards, and the assessment of customer satisfaction

Skills of an Officer HR

- **Leadership:** Leading and motivating HR staff to ensure goals
- **Time Management:** It is essential to manage various tasks and prioritize
- **Active listening:** full attention to what other people are saying
- **Self-motivation:** It is important to achieve goals quickly and motivate others
- **Instruct:** Teach others how to do something.

Behaviours of an Officer HR

- **Customer Support:** A Good Eye for Detail Is Essential
- **Good Vice-Instincts:** Good instinct when choosing the ideal candidate
- **Be a sociable person:** Have a good relationship with people
- **Confidentiality:** All things HR are confidential
- **Curious:** Being curious is a virtue of wisdom, investigating different points of view
- **Expert influencer:** Being a qualified influencer positively influences the achievement of the company's goals

SWOT Analysis of the HR Officer

Strengths

- ▶ Active Listening
- ▶ Employee Relations
- ▶ Coordination
- ▶ Time Management
- ▶ Mathematics
- ▶ Customer & Staff Service
- ▶ Empathy
- ▶ Leadership
- ▶ Confidentiality
- ▶ Problem Solving
- ▶ Digital skills

Weaknesses

- ▶ English Language
- ▶ Labor Regulations
- ▶ Recruitment & Hiring Processes
- ▶ Training & Development
- ▶ Expert Influencer
- ▶ Sociology and Anthropology
- ▶ Psychology
- ▶ Financial Resource Management

SWOT Analysis of the HR Officer

Opportunities

- ▶ Finding a Better Job
- ▶ Improve my lifestyle
- ▶ Active listening will help me perfect the English language
- ▶ Learn the Legal Regulations
- ▶ Overall, continuous learning
- ▶ Leadership Development
- ▶ Gain experience
- ▶ Problem solving is going to help me make quick and accurate decisions

Threats

- ▶ The English language without perfecting it I won't get a job fast
- ▶ Keeping me informed of changes in labour laws and regulations.
- ▶ Cybersecurity, unauthorized entry by third parties, as HR data is confidential
- ▶ No collaboration, lousy results

Benefits of HR Officer Training and Development

- ▶ **Improving skills:** such as personnel management, conflict resolution, recruitment, and selection processes
- ▶ **Career Growth:** Opportunities for HR officers to specialize in a specific area.
- ▶ **Increased confidence:** With the strongest skills, they tackle challenges and make decisions more effectively.
- ▶ **Knowledge Update:** Staying Up to Date on Changing Labor Laws
- ▶ **Increased strategic contribution:** Involved in cleaning staff planning and talent management

Benefits for the organization training and development

- ▶ **Improved Cleaning Staff Selection:** Hiring Highly Qualified and Committed Cleaning Employees
- ▶ **Employee Development and Retention:** Designing Training and Development Programs for Housekeeping Employees
- ▶ **Regulatory Compliance:** Helps comply with all labour laws and regulations
- ▶ **Conflict Resolution:** Effectively handles internal conflicts and issues
- ▶ **Improved organisational culture:** creates a more positive and enjoyable work environment
- ▶ **Performance appraisal:** Identify and recognise the good work of janitorial employees
- ▶ **Efficient Management of an HR Officer:** Reduce Costs by Improving Productivity
- ▶ **Adapting to change:** helping, and adapting to changes in the labor market and industry trends

Conclusion

- ▶ An HR officer must possess knowledge of HR principles and regulations
- ▶ Effective communication, problem-solving, and data analysis
- ▶ Behaviour reflects ethics, empathy
- ▶ Positive work environment

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Appendix

Appendix C

Personal Skills Audit

Name Diego Armando Torres Betancourt

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

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

X

How many people have you managed at any one time?

None

1-5

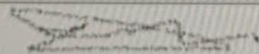
X

Above 5

I

I declare that the information given in this form is true

Signed



Date

06/11/2023

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 others?
What are others likely to see as weaknesses?

Active Listening

Employee Relations

Coordination

Time Management

Mathematics

Customer & Staff Service

Empathy

Leadership

Confidentiality

Problem Solving

Digital skills

▶ English Language

▶ Labor Regulations

▶ Recruitment & Hiring Processes

▶ Training & Development

▶ Expert Influencer

▶ Sociology and Anthropology

▶ Psychology

▶ Financial Resource
Management

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 is your competition doing?
What threats do your weaknesses expose to you?

Finding a Better Job

Improve my lifestyle

Active listening will help me perfect the English language

Learn the Legal Regulations

Overall, continuous learning

Leadership Development

Gain experience

Problem solving is going to help me make quick and accurate decisions

- ▶ The English language without perfecting it I won't get a job fast
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Thank you

Any Questions