

TRAINING AND DEVELOPMENT
NEEDS FOR A HR OFFICER

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Module code: BMSW5102

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Background – Frasers Group

- Frasers Group began in 1982 as a tiny store in Maidenhead and continues to expand to evolve into a global powerhouse.
- Mike Ashley founded the company.
- In the UK and Europe, the group operates over 1,000 stores under various fascias .
- Sport Direct, House of Frasers, and Flannels are all part of the Frasers group.
- Frasers Group plc is a British retail, sports, and intellectual property conglomerate named after the parent company of the House of Fraser department store chain.



Job Description



- Operates a diversified product of sport
- People partnering team assists stakeholders
- People Performance significantly influencing Frasers Group's success
- Assisting managers in managing employee relations issues proactively
- Collaborate with people to achieve transformative change.

(Frasers group,2023)

Knowledge

- Finance knowledge – Commercial awareness is the ability to understand how the business makes money
- Methodological Knowledge deals with decision-making and problem-solving.
- Treat human capital as an asset (this helps employees feel valued for their expertise).
- Employee Relations – This includes communication, conflict resolution and ensuring a positive work environment.



(Erik Van Vulpen, n.d)

Skills Needed



- Capabilities to train and hire employees
- Communication with a variety of stakeholders
- Employee training for skill development
- Employee selection and recruitment efforts for business
- Foster a collaborative , innovative, and inclusive workplace

(AGCAS editor,2022)

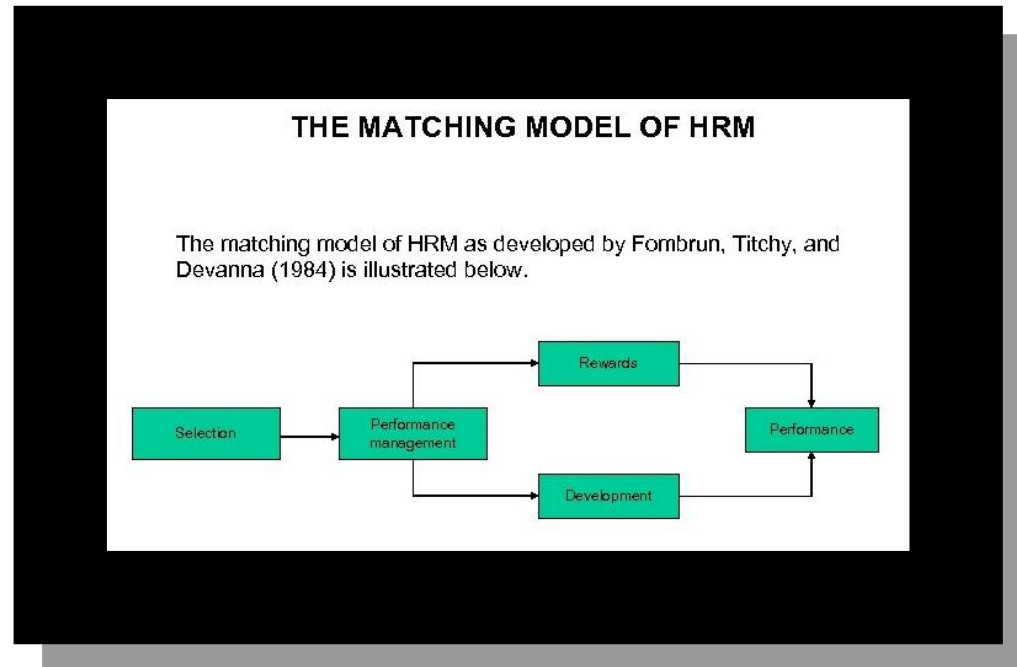
Skills Needed

- Enhancing work value and skill levels
- Take on a strategic perspective
- Design thinking that is centered on people
- Empathy and active listening go together
- Design best practices for improved business performance



(AGCAS editor,2022)

Skills Needed

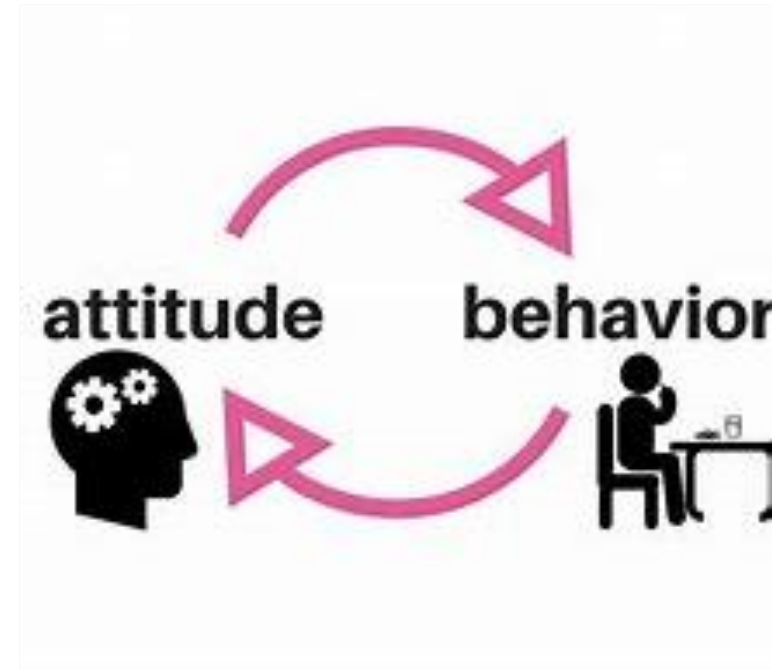


- Focus on planning, managing and directing activities of employees
- Involving recruitment and selection
- Skills of analysis to sort out problems
- Understanding behaviour in organisations
- Performance Evaluation and Improvement

(Gartner, 2023)

Behaviour

- Curiosity - It involves personal exploration, avoiding judgments and considering others' perspectives, promoting curiosity.
- Driven to deliver
- Self-motivation drives determination and drive in HR, resulting in increased goals and harder work.
- Challenge the Offender Discuss issues with team members individually, providing detailed instances.



(Mind Tools Ltd 2023)

Personal Skills



- Communication skills, innovative in the workplace
- Empathy and active listening complement each other
- Training the new staff to get the goals
- Employee and selection and recruitment efforts for the business
- Resolving queries efficiently
- Efficiency

Training Skills

- Increasing the value of effort and skill levels
- Better skill in communication (both verbal and non-verbal)
- Excellent administration and organisation
- Strong verbal and written English
- Develop experience and knowledge on the system



Ask Concept

- *Attitude*- An employees attitude towards their work and colleagues . A positive attitude is created by enthusiasm and willingness to learn. This is valued as then employees tend to be more productive and cooperative
- *Skills* – The specific abilities that an employee may have such as technical skills, communication and leadership. This is also valued as they are better equipped to perform.
- *Knowledge* - Having an understanding of the job. This allows an employee to be better equipped to make an informed decision and provide better customer service.



(Sinha, P. 2011)

SWOT Analysis for Andreea Elena Popa

Strengths

- Empathy and active listening skills
- Competitive compensation package
- Quality processes and procedures

Weaknesses

- Ability to organise training programs for the best performance for the employees
- Create a negative workspace
- A few amount of qualification in the training programme

Opportunities

- Training to further develop my English Skills
- A new international market
- The number of project is increasing so to attract more employees becomes easier

Threats

- Employees not cooperating
- Organising better system for both staff and costumers
- A competitor has an innovative service or even product

References

Frasers Group, 2023 [About | Frasers Group](#)

Indeed UK Operations Ltd., 2023 [Essential HR skills | Indeed.com UK](#)

Human Resources Management Handbook, 2021-2 [SWOT Analysis \(also in Human Resources\) | HRM Handbook](#)

Written by AGCAS editors , 2022 [Training and development officer job profile | Prospects.ac.uk](#)

Becky Simon, 2017 [Comprehensive Guide to Knowledge Management | Smartsheet](#)

ADP, 2023 [human resources information system](#)

Sarah Richson, 2023 [The Eight Behaviours of HR Professionals - Executive Support Magazine](#)

Personal Skills Audit

Name	Andreea Elena Popa
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		
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 X	> 3 months
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	Andreea Elena Popa
Date	23/07/2023