

Ba (HONS) Leadership and Management Skills for the Workplace

**Module Name: Developing Leadership and Workplace
Achievement**

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Student Name - Iosif Tcaci

Student id : 2022775

Module lecturer -Rexon Nting

Module Leader -Nishi M Ramsurrun

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Training needs for a HR officer .

Contents

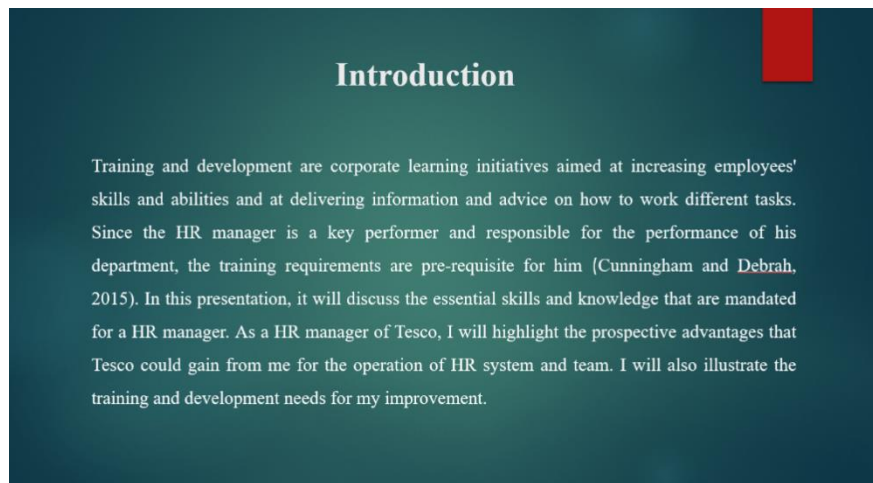
Slide 1: Title Page	2
Slide 2: Introduction	3
Slide 3: Communication Abilities.....	4
Slide 4: IT Skills	5
Slide 5; Problem Solving Skills	6
Slide 6; Supervisory Management	7
Slide 7: Technological Proficiency: Using MS Excel	8
Slide 8: Technological Proficiency: Using HR Specialist Software.....	9
Slide 9: Communication: Devising Employee Agreements	10
Slide 10: Delivering Training	11
Slide 11: Microsoft Office Proficiency	12
Slide 12: Recruitment & Conflict Management Abilities.....	13
Slide 13: Conclusion	14
Slide 14: Reference	15
Slide 15: Reference (Continued).....	16
Appendix: SWOT Analysis	17
Appendix: Skill Audit.....	18

Slide 1: Title Page



‘Training and Development Needs for An HR officer’

Slide 2: Introduction



Training and development are corporate learning initiatives aimed at increasing employees' skills and abilities and at delivering information and advice on how to work different tasks. Since the HR manager is a key performer and responsible for the performance of his department, the training requirements are a pre-requisite for him (Cunningham and Debrah, 2015). This presentation will discuss the essential skills and knowledge that are mandated for an HR manager. As an HR manager of Tesco, I will highlight the prospective advantages that Tesco could gain from me for the operation of the HR system and team. I will also illustrate the training and development needs for my improvement.

Slide 3: Communication Abilities

Skills and Knowledge Required by HR Officers

Communication Skill

- It is essential for a HR managers to have proficiency in communication to make notes, design presentation and conflict management.
- Communication is required to interact with both the internal and external parties like customers and employees (Hiltrop, Despres and Sparrow, 2015).
- It is the pillar for the effective functioning of a company that results in higher profitability.



The ability to effectively communicate, as well as the ability to create notes, generate content for demonstrations, negotiate contracts, and resolve disagreements, are all requirements for HR specialists. It is also necessary for HR officers to be able to communicate effectively to train employees, recruit potential employees, and address any problems that may arise (Hiltrop, Despres and Sparrow, 2015). Several corporate systems and procedures are dependent, for the most part, on efficient communication to be successful, and this is consistent across all areas of the industry. As a consequence of this, the ability to communicate with others constructively is an essential skill for HR professionals to have.

Slide 4: IT Skills

Skills and Knowledge Required by HR Officers

IT Skills

- ▶ HR managers need to be adept to various IT systems and technologies.
- ▶ HR managers need to have an in-depth familiarity with the many programmes that are included in Microsoft Office, including Word, Excel, Outlook, and PowerPoint.
- ▶ HR professionals need to have a strong working knowledge of the web as well as the technologies.



Experts in human resource management are expected to have a solid command of Microsoft Office in addition to other software tools and applications. HR managers need to have an in-depth familiarity with the many programmes that are included in Microsoft Office, including Word, Excel, Outlook, and PowerPoint (Poba-Nzaou, Uwizeyemungu and Clarke, 2020). In addition to this, HR professionals need to have a strong working knowledge of the web as well as the technologies that are special to HR. For instance, due to the increased digitisation of HR systems and rules, HR professionals are fast adopting specialised HR technologies.

Slide 5; Problem Solving Skills

Skills and Knowledge Required by HR Officers

Problem Solving Skills

- ▶ For human resources managers to get the most out of their linguistic thinking skills, they need to have the ability to solve problems.
- ▶ These skills in problem-solving also involve taking into consideration the remarks and recommendations of other individuals before arriving at a decision.
- ▶ It is essential when utilising a liberal style of leadership, to generate decisions based on the feedback provided by the other members of the group.



For human resources managers to get the most out of their linguistic thinking skills, they need to have the ability to solve problems. The ability to work with huge amounts of data and the ability to select and decide which information and input to use are both included in the set of problem-solving competencies. These also have to do with looking at several ways to tackle a problem that has been presented (Yeung, Woolcock and Sullivan, 2016). These skills in problem-solving also involve taking into consideration the remarks and recommendations of other individuals before arriving at a decision. It is essential when utilising a liberal style of leadership, to generate decisions based on the feedback provided by the other members of the group.

Slide 6; Supervisory Management

Skills and Knowledge Required by HR Officers

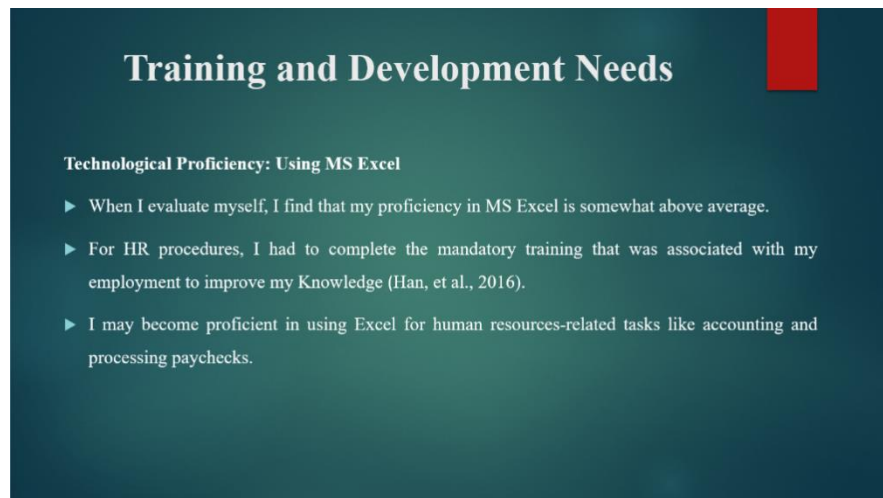
Supervisory Management

- ▶ A human resources manager's supervisory management abilities and competencies are what determine whether or not they have the potential to direct a human resources unit effectively (Jamshidi, Zeinahvazi and Sabet, 2012).
- ▶ HR specialist has the ability to effectively designate roles and activities, distribute resources, and construct operational frameworks for staff to use to monitor higher levels of productivity and effectiveness.



This is desirable for HR specialists to have the skills and knowledge necessary for supervisory management. A human resources manager's supervisory management abilities and competencies are what determine whether or not they have the potential to direct a human resources unit effectively (Jamshidi, Zeinahvazi and Sabet, 2012). It indicates that the HR specialist has the ability to effectively designate roles and activities, distribute resources, and construct operational frameworks for staff to use to monitor higher levels of productivity and effectiveness.

Slide 7: Technological Proficiency: Using MS Excel



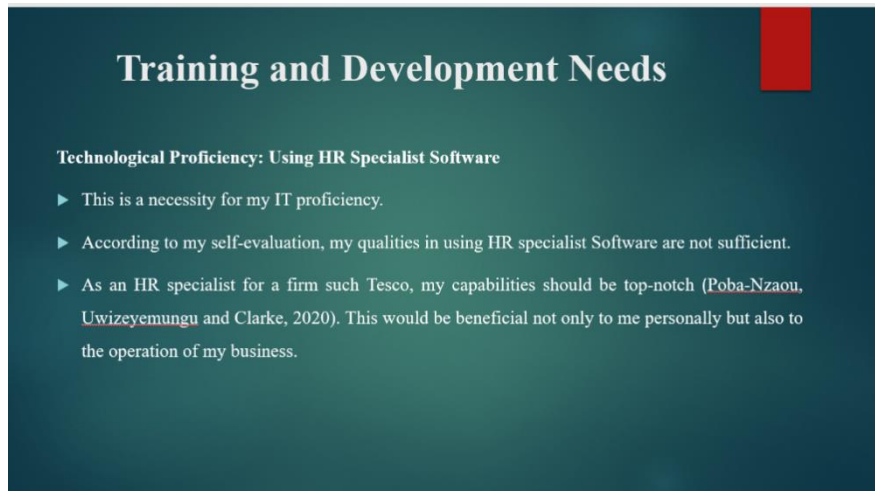
Training and Development Needs

Technological Proficiency: Using MS Excel

- ▶ When I evaluate myself, I find that my proficiency in MS Excel is somewhat above average.
- ▶ For HR procedures, I had to complete the mandatory training that was associated with my employment to improve my Knowledge (Han, et al., 2016).
- ▶ I may become proficient in using Excel for human resources-related tasks like accounting and processing paychecks.

As part of my programme to improve my IT skills, I need to become more proficient in MS Excel. When I evaluate myself, I find that my proficiency in MS Excel is somewhat above average, but they are not exceptional. Due to the importance of Excel in various HR procedures, I had to complete the mandatory training that was associated with my employment to improve my capacity to utilise MS Excel from the perspective of HR (Han, et al., 2016). Training is the only way to get a higher level of skill in MS Excel, and I am hopeful that I will be able to complete the training and achieve my goal. I may become proficient in using Excel for human resources-related tasks like accounting and processing paychecks.

Slide 8: Technological Proficiency: Using HR Specialist Software



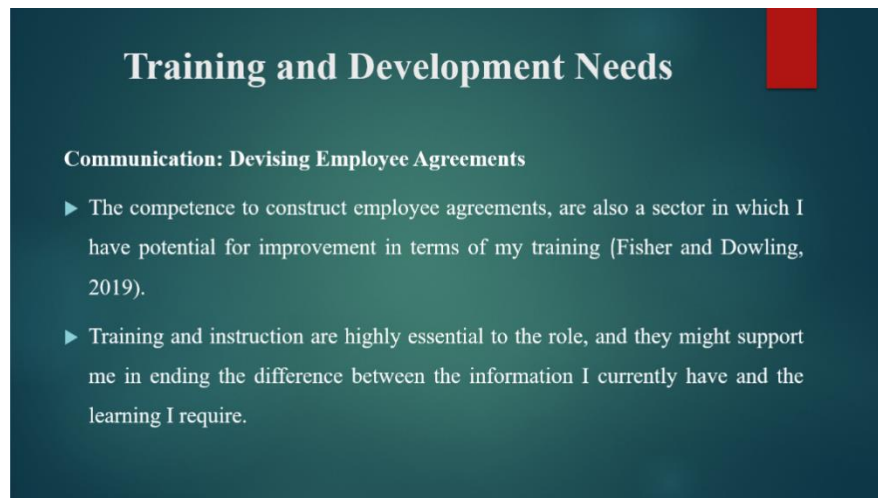
Training and Development Needs

Technological Proficiency: Using HR Specialist Software

- ▶ This is a necessity for my IT proficiency.
- ▶ According to my self-evaluation, my qualities in using HR specialist Software are not sufficient.
- ▶ As an HR specialist for a firm such as Tesco, my capabilities should be top-notch (Poba-Nzaou, Uwizeyemungu and Clarke, 2020). This would be beneficial not only to me personally but also to the operation of my business.

My training has to be improved so that I may become competent in operating HR Specialist software. This is a necessity for my IT proficiency. According to my self-evaluation, the best that can be said about my qualities is that they are adequate, which means they are above the norm (Poba-Nzaou, Uwizeyemungu and Clarke, 2020). On contrary, as an HR specialist for a firm such as Tesco, my capabilities should be top-notch. This would be beneficial not only to me personally but also to the operation of my business. My understanding of the HR-related technology that I currently work with could undoubtedly benefit from the assistance of a mentor, and I have high hopes that this will be the case.

Slide 9: Communication: Devising Employee Agreements



Training and Development Needs

Communication: Devising Employee Agreements

- ▶ The competence to construct employee agreements, are also a sector in which I have potential for improvement in terms of my training (Fisher and Dowling, 2019).
- ▶ Training and instruction are highly essential to the role, and they might support me in ending the difference between the information I currently have and the learning I require.

Legal Knowledge, specifically the competence to construct employee agreements, is also a sector in which I have the potential for improvement in terms of my training. Agreements with personnel often demand some degree of legal understanding, especially in the areas of employment legislation, labour contracts, and commercial transactions (Fisher and Dowling, 2019). In this context, I have a substantial knowledge gap and ain't highly competent. On the other hand, training and instruction are highly essential to the role, and they might support me in ending the difference between the information I currently have and the learning I require.

Slide 10: Delivering Training



Potential Benefits for Tesco Hiring me as an HR Officer

Delivering Training

- ▶ I am relatively impressive in the domain of training others. Since the learning of new skills and knowledge is essential to the overall operation of a company.
- ▶ Appointing me as an HR manager, it might bring in increased rates of productivity improvements among the company's workforce.

Tesco would gain considerable advantage from my capability to train employees in several areas. My skills assessment demonstrates that I am relatively impressive in the domain of training others. Since learning new skills and knowledge is essential to the overall operation of a company. Appointing me as an HR manager might bring in increased rates of productivity improvements among the company's workforce (Hiltrop, Despres and Sparrow, 2015), which could eventually contribute to improved levels of organisational productivity.

Slide 11: Microsoft Office Proficiency

Potential Benefits for Tesco Hiring me as an HR Officer

Microsoft Office Proficiency

- ▶ Tesco could advantage from my familiarity and competence with the software programs Microsoft Powerpoint and Outlook, as well as the web and email networks (Iqbal and Khan, 2011).
- ▶ Since I am competent in using word processing program like Microsoft Word, I am able to construct extensive and appealing documents for job listings, job requirements, required qualifications, work instructions, and other media channels.

The image shows a presentation slide with a dark blue background. At the top, the title 'Potential Benefits for Tesco Hiring me as an HR Officer' is written in white. Below the title, the section 'Microsoft Office Proficiency' is highlighted. Two bullet points describe the applicant's skills with Microsoft Office and their application in creating documents. To the right of the text, there is a graphic featuring the 'Office' logo on an orange background and a grid of icons for Word, Excel, PowerPoint, OneNote, and Outlook.

In addition, the firm could advantage of my familiarity and competence with the software programs Microsoft Powerpoint and Outlook, as well as the web and email networks. Since I am competent in using word processing programs like Microsoft Word, I am able to construct extensive and appealing documents (Iqbal and Khan, 2011). In addition, I am capable of developing teaching materials and other documentation that could be necessary for job listings, job requirements, required qualifications, work instructions, and other media channels.

Slide 12: Recruitment & Conflict Management Abilities

Potential Benefits for Tesco Hiring me as an HR Officer

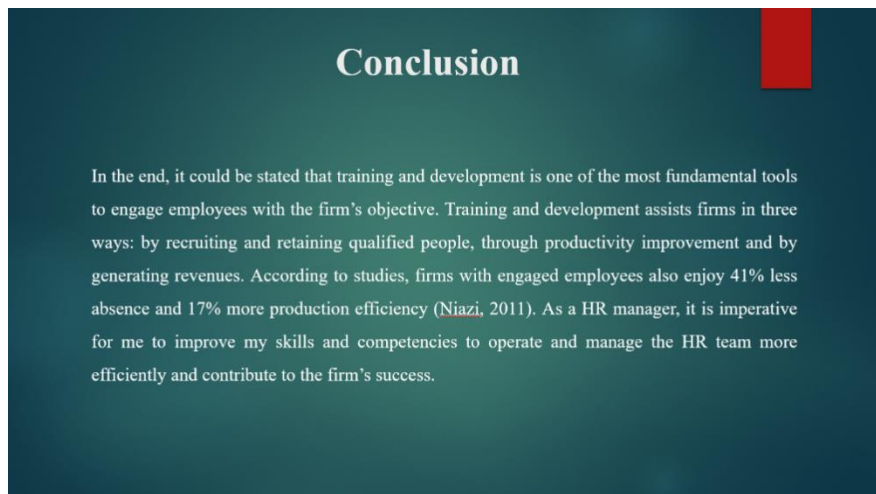
Recruitment & Conflict Management Abilities

- ▶ Tesco might also win from my expertise to conduct the interviews and settle conflicts.
- ▶ Since I am quite adept in interviewing candidates and discovering win-win outcomes for conflicts.
- ▶ My expertise at reconciling conflicts would raise the efficiency of engagement among the employees of the organisation, that might achieve maximum productivity of both the employees and the organization (Hamid, 2011).



Tesco might also win from my expertise to conduct the interviews and settle conflicts. According to my first evaluation, I am quite adept at interviewing candidates and discovering win-win outcomes for conflicts. For this, the company might have a faster chance of establishing a specific organisational environment by leveraging my expertise to conduct interview sessions and hire employees whose principles (Hamid, 2011), talents, and goals are aligned with that of the corporation. In a similar vein, my expertise in reconciling conflicts would raise the efficiency of engagement and participation among the employees of the organisation, that in turn might achieve maximum productivity of both the employees and the organisation as a whole (Cunningham and Debrah, 2015).

Slide 13: Conclusion



In the end, it could be stated that training and development is one of the most fundamental tools to engage employees with the firm's objective. Training and development assists firms in three ways: by recruiting and retaining qualified people, through productivity improvement and by generating revenues. According to studies, firms with engaged employees also enjoy 41% less absence and 17% more production efficiency (Niazi, 2011). As an HR manager, it is imperative for me to improve my skills and competencies to operate and manage the HR team more efficiently and contribute to the firm's success.

Slide 14: Reference

Reference

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Slide 15: Reference (Continued)

Reference

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Appendix: SWOT Analysis

Appendix SWOT Analysis

Strengths > My major strength is my leadership abilities which help me to effectively supervise and direct my team toward the goals. > Technological proficiency in Microsoft offices like Word, Outlook, and access offers me the chance to devise creative job offerings pamphlets.	Weaknesses > My lack of knowledge in MS Excel is limiting my chance to manage the HR processes more effectively. > HR specialist technologies are mandated in this dynamic corporate world, so I require to improve this quality.
Opportunities > I have the potential to enhance my knowledge in MS Excel and HR-based technologies through online classes and sessions which would support me to gain competitiveness and acquire a higher position in future.	Threats > The increased ability of people for the position of the HR manager is a threat. > The knowledge of my peers and employees on digital technologies is a threat as they could snatch my position.

Appendix: Skill Audit

Appendix

Skill Audit

Personal Skills Audit				
Name: Isif Tcachu				
Job role: Human Resource Officer				
	Very good	Good	Adequate	Little or no experience
Information Technology				
Use Microsoft Office Word	✓			
Use Excel spreadsheet			✓	
Use a Database	✓			
Use specialist HR software			✓	
Use the internet	✓			
Use e-mail	✓			
Use PowerPoint		✓		
	Very good	Good	Adequate	Little or no experience

Communication Skills				
Drafting contracts of employment			✓	
Taking notes of disciplinary		✓		
Hearings Write reports		✓		
Produce material to support presentations	✓			
Delivering a training session	✓			
Resolving disputes/complaints		✓		
Interviewing	✓			
Advising on HR issues	✓			
	Very good	Good	Adequate	Little or no experience
Problem-solving skills				
Make good use of verbal reasoning skills, able to handle	✓			

Appendix

Skill Audit (Continued)

complex data and make selective use of information				
Explore more than one solution in order to solve a problem		✓		
Consider the ideas of others to help solve problems		✓		
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	Above 5 ✓	
I declare that the information given in this form is true				
Signed	[Signature]			
Date	8/20/2022			