



Individual Presentation

Subject: Training and Development needs for an HR officer at Youth Council



Module: Developing Relationships and Workplace Achievement

Name of the Student/ID: Ludmila Otgon/1906085

Name of the Lecturer: Nandish Patel

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1.Cover Slide



Training and Development needs for an HR officer

For Youth Council of Calarasi City (Republic of Moldova)

2.Introduction Slide

This presentation was created to develop the human resources officer's careers by assessing their training needs. The result is to design a training program for the human resources officer. By determining the appropriate knowledge, skills and behaviors (KSB) that are required from a Human Resources Officer in the department. This presentation will be presented to the HR director of the NGO for their consideration.



Introduction

2.1 Speaking notes

The organization will achieve its goals and objectives only when it is motivated and properly implemented. For the Youth Council of Calarasi human resource management is difficult, after several months of activity, volunteers they lose interest and abandon the organization because I don't see a professional future here. It is fundamentally believed that unless the team is not properly managed, motivated and accomplished, the organization will not achieve its purpose and objectives. "In fact, most organizational performance evaluations are based on indicators such as return on investment, sales, earnings per share .(Morin and Audebrand, 1989).

3. Youth Council HR Needs Slide

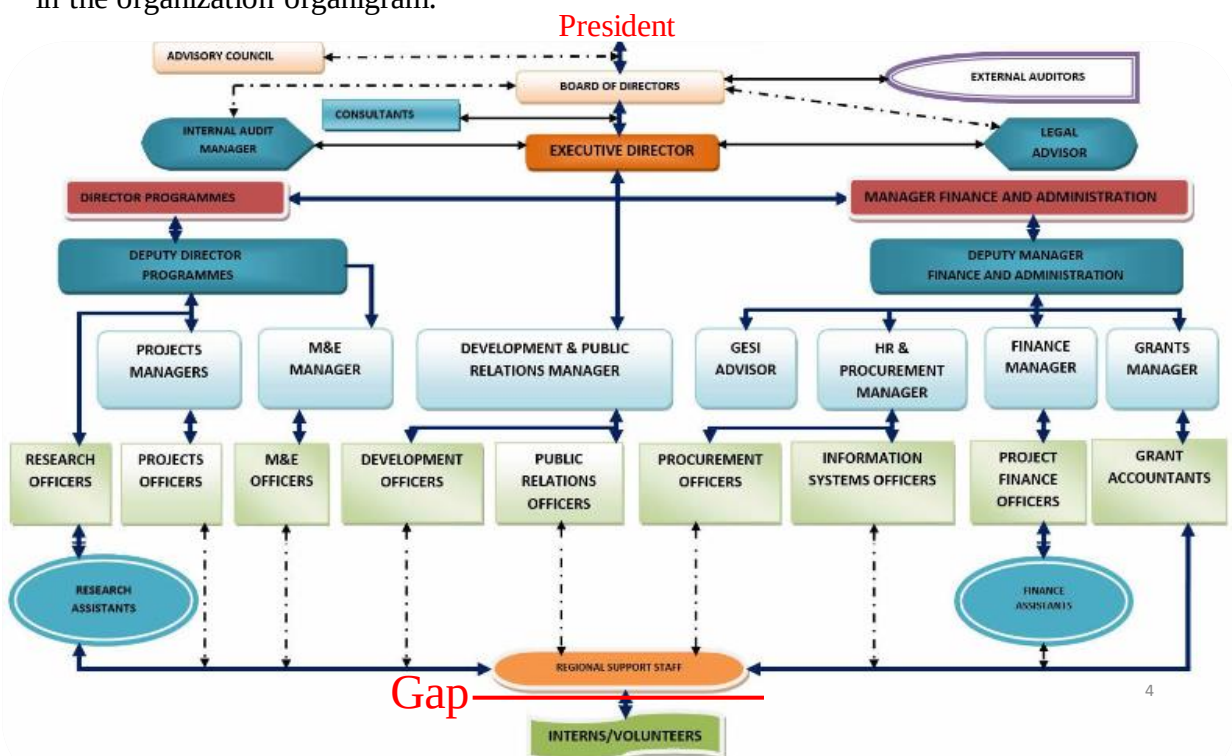


Youth Council HR Needs

One problem facing NGOs in the HR department is recognizing the type of employee development tools they need to advance in their careers. It has become a cliché to say that the most valuable resource of an organization is people - but it is still true.

3.1 Speaking Notes

The members need to be organized in a way that gives them the opportunity to be fulfilled through their work and to reach their potential - both for themselves and for the organizations. HR officer is the person responsible for recruiting volunteers and employees for the organization. They are also the development and care for them to develop this primordial. And training and performance monitoring is a key element. In order not to lose volunteers, the officer must invest in volunteers and give them clear visions about the career path they will achieve within the organization. You can see the gap in the organization organigram.



4. Person Role Description Slide

Person Role Description

Nothing we do is more important than hiring people. At the end of the day, you rely on people, not strategies.

Lawrence Bossidy



Energetic, motivated, persevering, performance and result oriented person. Ability to guide quickly in various situations and make the right decisions. Initiative and ability to work independent with the ability to persuade. With a high degree of responsibility and confidentiality and intelligence emotional

4.1 Speaking Notes

From managing employees, distributing tasks, to motivating them and designing effective strategies, the tasks of an HR officer are very diverse.

1. Staff recruitment

Creating the recruitment process is one of the main tasks of a human resources manager.

2. Create staffing strategies

Knowing closely the strengths of each team member, the HR Officer has the role of creating an efficient organizational structure. Thus, employees must be assigned to tasks according to their skills and abilities.

3. Staff development

Investing in volunteer development has a positive effect on employee loyalty to the company. 4. 4. Team coordination. The human resources officer is also responsible for how the team operates. That is why it must be ensured that the motivation of volunteers is constant. At the same time, they need to focus on the satisfaction of maintaining productivity.

5. Supervision and communication

Most often, a human resources officer has a supervisor. That is why he oversees the smooth running of the actions. It then issues reports which it sends to its supervisors. So an HR human resources officer is the voice of the whole team.

6. Relationship between team members

The way in which the interaction between employees takes place is also a responsibility of an HR Officer. Its role is to facilitate the integration of new members in the team. Of course, in addition to this, the manager can also be the person responsible for certain behaviors. That is why special attention is required on how to manage possible conflicts.

7. Organizing trainings and courses

These activities are part of the duties of an HR Officer. Being responsible for employee development, its role is to propose different forms of training, education and evaluation of employees.

8. Designing rules and procedures

The more specifically certain rules are set, the better the chances of the business operating more organized. That is why a Human Resources Officer can create plans and impose rules to ensure the smooth running of the company.

5.HR Officer`s Current Slide



5.1 Speaking Notes

Knowledge-This HR officer has knowledge and degree in the field of HR. but cannot strategically manage human resources to pursue a career path with volunteers

Skills-Communication skills, but can not diplomatically settle conflict

Competencies-To be a good trainer and mentor, a competence that this HR officer must develop is to offer training programs for volunteers, who must be educated and constantly put in touch with the latest trends in their field of activity. .

6. HR Officer's Career Plan & Training Needs Slide

HR Officer's Career Plan & Training Needs

Training Assessment

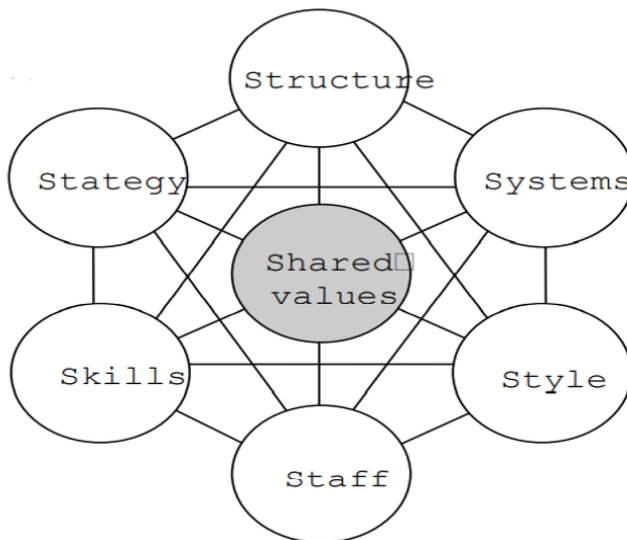
Human resource development involves a process of training people to perform the tasks needed in the organization. One problem that NGOs face is recognizing the type of training that employees need. All training decisions must take into account the motivation of the employee undergoing training. There are a number of training techniques and elements required for a training program to be effective

6.1 SPEAKING NOTES

It consists of all activities aimed at ensuring, motivating, developing, and maintaining human resources within the NGO in order to achieve its objectives with maximum efficiency and to meet the needs of the members of that NGO. By implementing a plan to retain and attract people with the skills they need. Implementing the plan involves training, selecting, integrating, and choosing the most appropriate benefits and constantly evaluating performance to see if organizational goals are being met.

7.Training:The “Seven-S” Model Slide

Training: The "Seven-S" Model



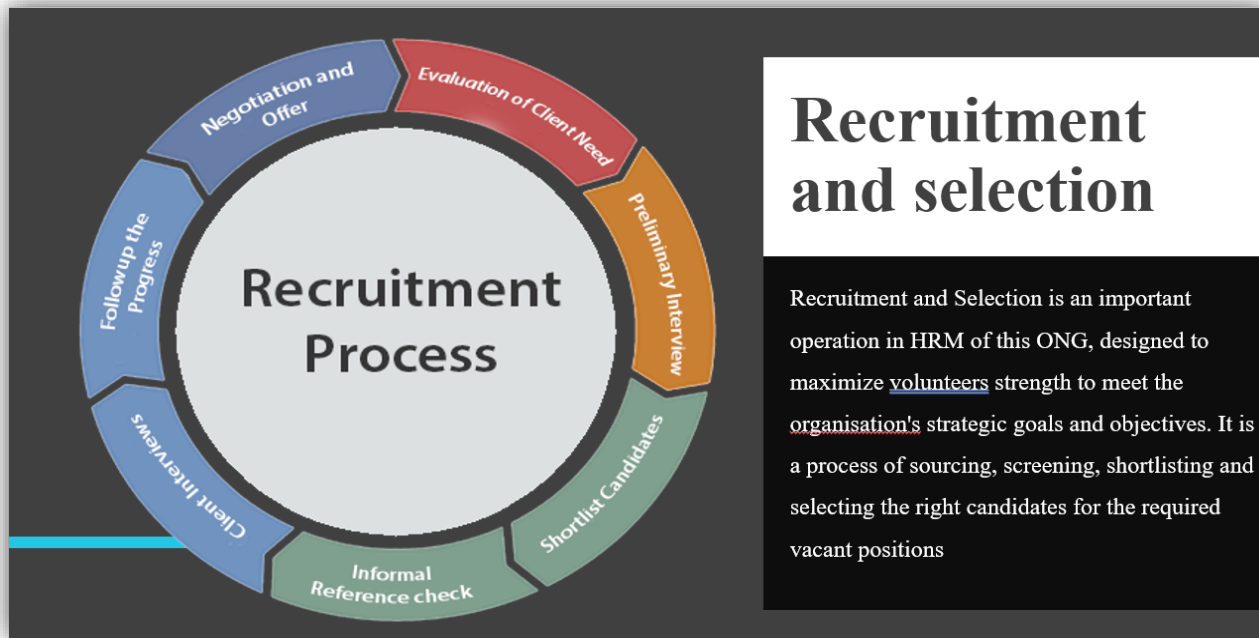
In this direction, the consulting firm proposed Model 7-S for a successful organization, where the focus is on the equality and interdependence of the factors shown in this diagram.

7.1 Speaking Notes

While the idea of organization may seem abstract, the value of the organization is twofold. It focuses on the concept of organization that aims at a dynamic, holistic and enabling model managers to decide and implement the most appropriate managerial processes within the whole. The focus of youth organizations should be on the interaction of staff, volunteers, and members, the external or internal framework in which they operate should be taken into account. Into the

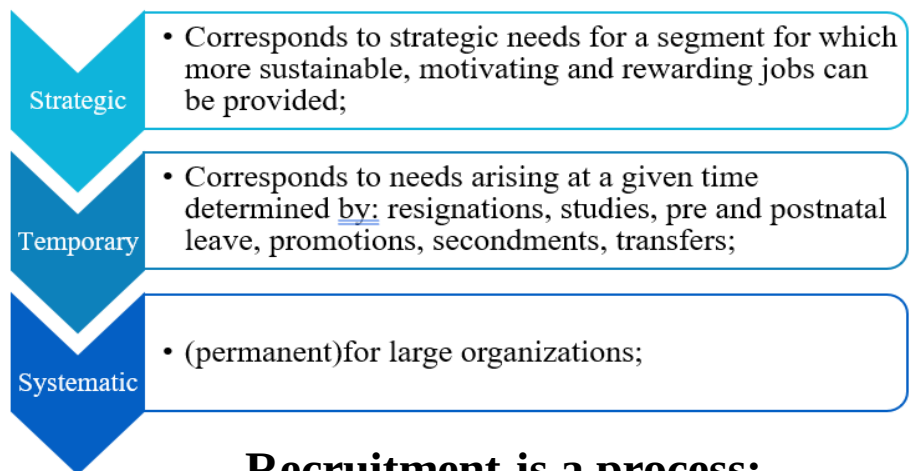
In any approach to system design, a youth organization would probably want to integrate the ideas of pluralism rather than a unitary approach.

8. Recruitment and selection Slide



8.1 Speaking Notes

Recruitment is a process:



Recruitment is a process:

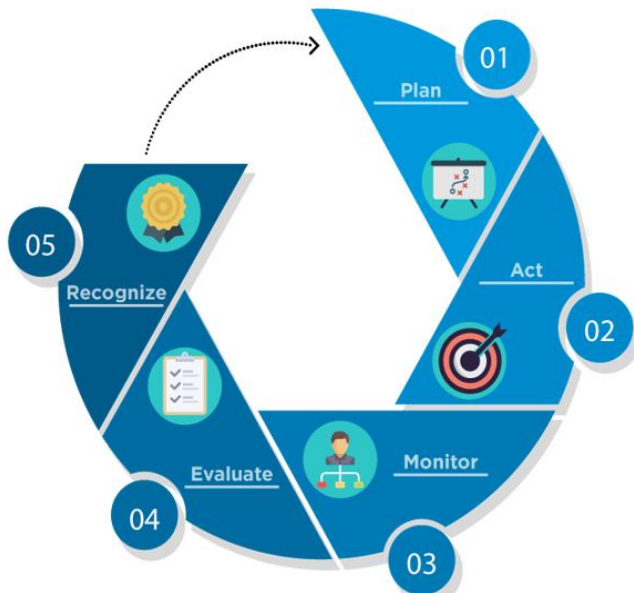
The public that uses the mass media, the public employment and mediation services.

Transparent when it is possible to verify the quality and truth of the information circulating regarding the demand for staff and the environment in organizations (working conditions, programs, rewards, human relations). The recruitment process is influenced by a number of internal and distorting factors external.

communication between different organizations and people, each transmitting its own signals;

9. Performance Process Slide

Performance Process



One of the main reason which organisation leaders decide to implement performance management is unfortunately because someone is underperforming. How can you get these underperforming volunteers to improve? How can performance management help to motivate them?

9.1 Speaking Notes

As time goes on, organizations face upward trends and again this causes them to take over operations efficiently. The world is moving at a brisk pace and has become, practically, a global village, and for a competition with others organizations and to move forward it is more than necessary for organizations to implement such healthy practices that help to produce maximum results. (Arshad et al., 2012). At the heart of an organization's operations is always achieving the performance that is achieved through hard work, cooperation, and teamwork.

10. Implement the training program and monitor Slide



Implement the training program & monitor

By implementing this plan, the HR officer will be able to have good governance and will guide the volunteers on a path as productive and efficient as possible to advance in their career. Thus, the risk of losing volunteers because they do not see a future in the organization will be reduced.

10.1 Speaking Notes

Only by considering all the aspects that define the human personality, abilities, knowledge, aspirations, temperament and character traits, the HR officer can manage to manage the most precious resource, the only resource endowed with the ability to know and overcome its own limits. However, emphasizing the role of human resources does not mean an underestimation of other resources. The systemic conception of the organization implies the interdependent approach of the resources, starting from the fundamental objectives to the achievement of which they compete together, from the essential connections that exist between them. Overexposure of human resources to the detriment of others affects the dynamic balance of the organization.

11. Conclusion and Recommendations Slide



Conclusion & Recommendations

HR managers have access to a significant amount of sensitive information related to volunteers personal and professional lives. As an HR officer, it's critical to manage personnel matters – such as discipline, complaints, development and layoffs with complete discretion. The HR Officer will be capable of handling sensitive information appropriately and only divulging it to authorized people while keeping the volunteers best interests in mind. I recommend using your analytical skills to tap into impactful data and understand the total time and cost to hire volunteers, identify patterns that might cause volunteers turnover and point out common trends and themes from employee feedback surveys.

11.1 Speaking Notes

The recommendations for this HR officer are:

- Appreciation of the human factor as an essential resource;
- Correlation of human resources systems with the mission and strategy of the organization in an integrated manner, of the organization's policies
- Sustained direct concern for capacity-building concentration of individual capabilities and efforts to effectively achieve the mission and objectives set;
- A healthy culture in the organization

The objectives pursued of this training are consist in:

- Increasing productivity (staff efficiency)and effectiveness
- Reducing absenteeism and fluctuation of human resources;
- Increasing employee job satisfaction;
- Problem solving and organizational change by increasing the capacity for innovation.

• 12.References

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Personal Skills Audit

Name Ludmila Otgon
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 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	L.Otgon
Date	04/05/2021