



Prifysgol Cymru
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TRAINING AND DEVELOPMENT NEEDS FOR AN HR OFFICER

BA (Hons) Leadership and Management Skills for the Workplace
Developing Relationships and Workplace Achievements

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Level 5- Term 1

Trawsnewid Addysg; Trawsnewid Bywydau
Transforming Education; Transforming Lives

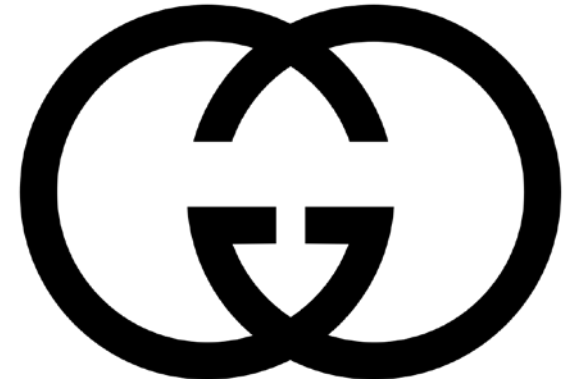


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Introduction

- The study will examine the responsibilities of a human resources manager at the international company Gucci.
- It will also emphasise the advantages that the company may gain from giving its HR personnel the proper training and assistance.

GUCCI



Gucci is an Italian Company that produces and sells luxury products.
The brand's history began in 1904, when the family's Patriarch Guccio Gucci opened a leather work shop.



Importance of HRM in an organisation

- According to Bamber, Bartram, and Stanton (2017), the Human Resource Department is the division in charge of an organization's efficient management of its employees.
- The existence of an HR department in a company is extremely crucial as they help the core management to take strategic steps to improve and boost employee performance



Key expectations of the organisation

- Hiring personnel to fill the firm's job vacancies (Hamilton and Davison, 2018)
- Understanding and enhancing efficient policies and procedures by consulting with line managers.
- Promoting inclusiveness and diversity as the company's workplace culture asserts McCann and Kohntopp (2017).



Key expectations of the organisation (continued)

- Providing guidance on employee benefits and promotions
- Keeping up with employee records (Kaur, 2021)
- Obeying employment laws, asserts Armstrong and Taylor (2020)





Key skills required to carry out duties

- Analytical skills
- Listening and reporting skills
- Commercial awareness
- Teamworking (Alfawaire and Atan, 2021)

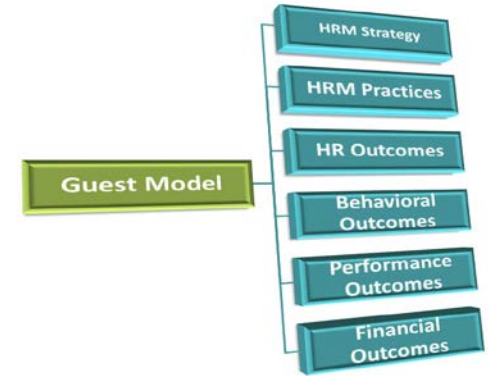
ESSENTIAL SKILLS

of
HUMAN
RESOURCES
MANAGEMENT



Application of theory

- As stated by Tiwari, Srivastava, and Kumar (2019), Gucci's HRM can use the various elements of the Guest model, which David Guetta established in 1997, to enhance their overall performance at the company.



Methods the company can use to train HR

- **E-learning:** As opined by Vasanthi and Basariya (2019), employees can simply watch training videos on company computers or on their phones.
- **Mentoring:** One on one coaching by experienced professionals.
- **Group activities:** Multiple employees can be trained at once with each employee giving in their respective inputs in the discussions.



Analysis of the potential benefits for the organisation

- Increases employee productivity, states Sukawati *et al.*, (2020)
- Reduces the requirement of supervision



Analysis of the potential benefits for the organisation (continued)

- Retention of top talent
- Increases a job satisfaction and profit margin (Anwar and Abdullah, 2021)



Conclusion

- With appropriate training and development, the Gucci retail organisation will be able to reap even greater rewards from Hr managers



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Appendices

Strenghts	Weakness
• My present analytical skills can be considered my strength as it allows me to critically analyse and interpret data. • My problem-solving skills have always allowed me to solve different problems with creative solutions.	• I could improve on my communication skills which is one of the prime necessities for my future career. • Punctuality is also not one of my strengths as I find a difficult to complete my tasks within the deadline
Opportunities	Threats
• I do have the opportunity of talking to different professionals and work on my communication skills • With the help of my existing problem-solving and analytical skills, I will be able to prove myself worthy of my future job.	• When I am not able to complete my task on time it could bring down my grades • My poor communication skills restrict me from properly presenting my opinions to my peers and teachers.

Name
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		_____		
hearingsWrite 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 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

THANK YOU !