

DEVELOPING RELATIONSHIP AND WORKPLACE ACHIEVEMENTS

Speakers Note

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TRAINING AND DEVELOPMENT NEEDS FOR AN HR OFFICER IN AMCOR PLC

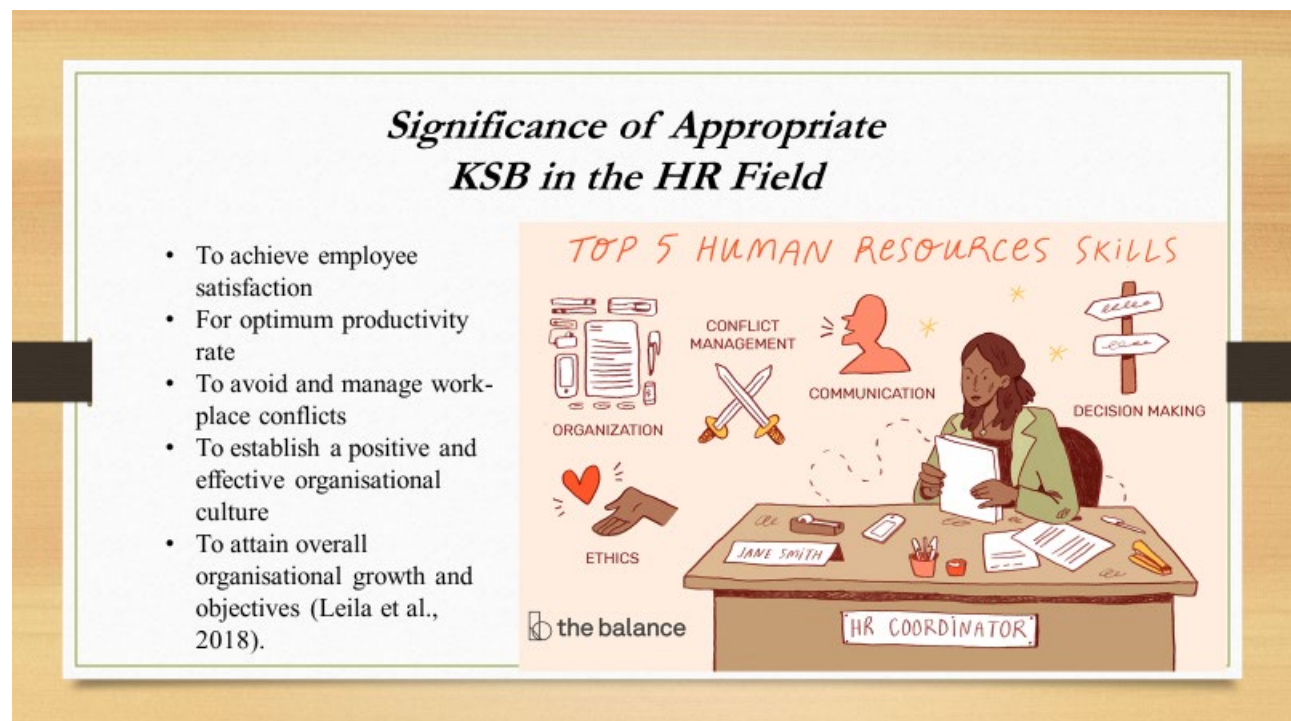
Introduction

The presentation explicitly detriments the skills, knowledge and behaviours required to aim for an HR position. The skills are overtly demonstrated in the following slides specifically for knowledge and understanding skills, cognitive and intellectual skills, practical skills and transferrable skills for both life and professional practice. The presentation will identify the most required skills for an HR officer referring to an HR responsibilities overview. Although, the description does not only focus on the personal and professional development needs of an individual but also the potential benefits of Amcor Plc in providing training and development opportunities to its employees (Bruciati, 2013). The presentation will evaluate the criterion of skills that need significant attention and guidance following by a personal skill audit attached in the appendices part of the report.

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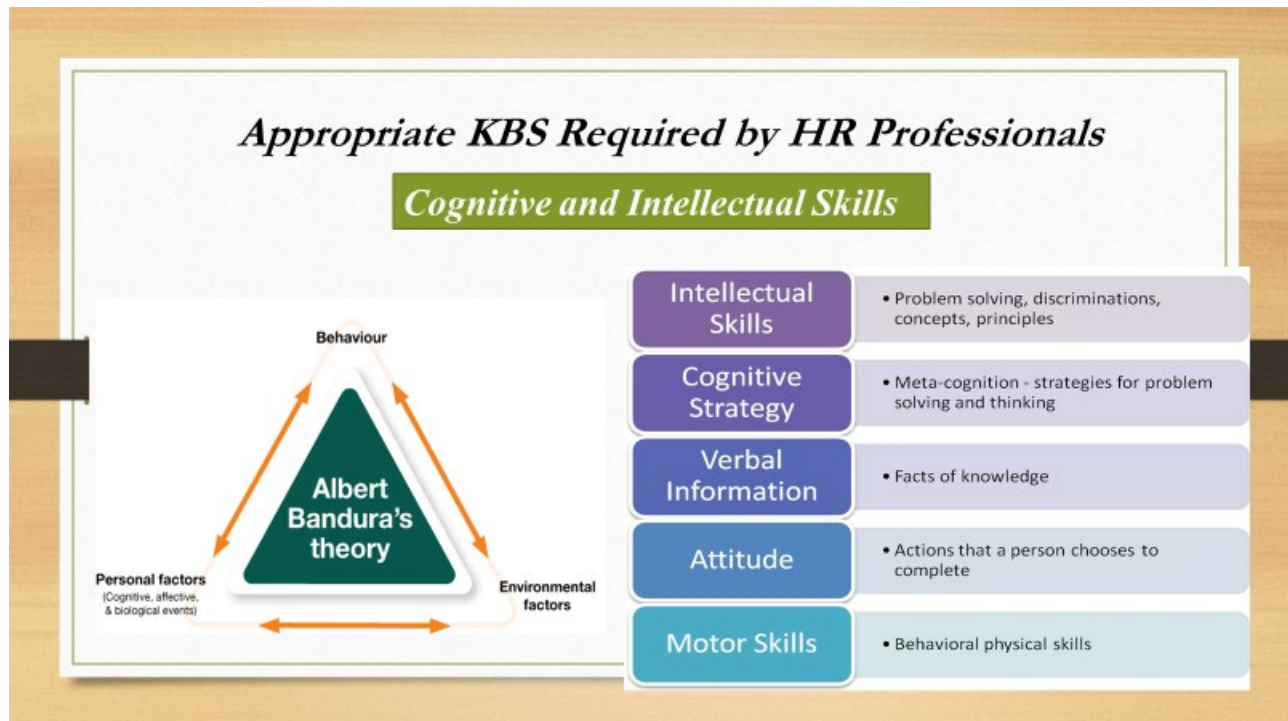
Training and staff development is an imminent part of human resource management (Kathy, 2019). The report establishes a visual presentation of training and development skills that are required for an HR officer in perspective of graduate who has been appointed as a trainee human resource

officer in Amcor Plc. In the visual presentation, the report will cover the knowledge, skills and behaviours that are required by an HR figure to manage Amcor Plc efficiently to attain employee job satisfaction and productivity. To understand the significance of the skills required an explicit guideline on HR responsibilities will be provided as well. To fully understand the appraisal of training and development skills a personal skill measurement chart will be provided to detriment which kind of skills and knowledge need more guidance and training than others. Besides, the presentation will also cover the benefits of Amcor Plc in shaping and preparing their employees through a training and development programme for an HR position.



Speaker notes: Human Resources (HR) refers to the department of an organisation that is solely responsible for all the aspects related to employees and the human management of an organisation (Kelly and Merton, 2018). Proper knowledge, skills and behaviours help an organisation to attain employee satisfaction that is needed to carry on daily official works. An effective manager with proficient skills can increase the optimum productivity of an organisation. A manager with proper communication skills and behaviour can tackle and resolve workplace conflicts easily as conflicts can easily affect the work quality of the workers. To establish and maintain a positive organisational culture in the workplace an HR manager with appropriate knowledge, skills and

behaviour (KBS) is required. All in all, to attain overall organisational growth the significance of appropriate KSB is vital.



Speaker Notes: The cognitive and intellectual skills required by an HR professional play a vital role in the increasing effectivity of an organisation. Intellectual skills refer to theoretical knowledge, background information, problem-solving efficiency and academic skills (Rogers, 2019). Intellectual skills are required by an HR manager to efficiently recruit employees by proper evaluation as referred by the HR responsibilities overview in appendix A. Cognitive skills refer to the brain-based knowledge that is required in rational decision-making, delivering a thorough judgement, and information handling. This skill is required by HR to evaluate employees and assigning task and responsibilities according to that. Verbal information, attitude, motor skills are also part of intellectual and cognitive skills that are required for HR to connectively work and oversee all the other departments within an organisation. Albert Bandura's Social Cognitive Theory is an effective approach to understanding how cognitive skills are built within an environment. Behavioural, environmental and personal factors detriment how cognitive skills are built and developed.

Appropriate KBS Required by HR Professionals

Practical Skills

- Organising
- Communication
- Management
- Digital literacy
- Discretion
- Multi-tasking
- Conflict-management
- Public speaking



Speaker Notes: Practical skills refer to physical skills that require a person's procure attention and operational abilities. An HR manager requires proper organising skills to spontaneously oversee and connectively work with other departments. Proper organising abilities and managing the interconnection among all the other departments require practical skills such as organising (Klerk, 2018). Referring to Appendix A it is identified that an HR professional requires verbal and written communication skill to compose emails, employee induction manual, staff handbooks and other scripts. An HR requires proper verbal communication skills to deliver his messages, advice and direction to the employees. Digital literacy is required for an HR professional to handle technical communication-related tasks and to manage a proper synchronisation with other departments and advising them on betterment. It is also essential in the information management of all the employees. One of the most crucial responsibilities of HR is to manage secrecy and protect the information of his employees. This is a practical skill that is needed in protecting employee information. Multi-tasking, public speaking and conflict-management are some necessary practical skills required by an HR figure to attain growth sustainability and employee satisfaction in an organisation. In attaining practical skills application of Reinforcement theory plays an imminent role on a trainee employee as it focuses on previous outcomes and response to

the outcome of a trainer and this motivational approach can help trainee manager attaining practical skills for organisational growth and development.

Appropriate KBS Required by HR Professionals

Transferrable skills for life and professional practice

- Leadership
- Empathy
- Understanding ability
- Strategic planning
- Analytical ability
- Critical thinking
- Technical knowledge
- Negotiation

Speaker Notes: Transferrable skills refer to those that are required by employers when they look for an employee potentially to instigate in the HR sector. Transferrable skills are important in carrying day to day HR responsibilities (Dobbek, 2015). As referred from the HR responsibilities overview in Appendix A, HR needs to compose and modify company policies and implement them to ensure an efficient working environment, employee behaviour, performance and absence management, establishing equality in the workplace and disciplinary procedures. To perfectly execute these responsibilities transferrable skills like leadership, critical thinking, analytical abilities are quite important. It is a significant duty of HR to affiliate with policyholders people to protect the rights of his employees through health and safety policies. Negotiation ability is the demanding transferrable skill that is required in this field. The implementation of expectancy theory can help a trainee employee in attaining transferrable skills as the concept of this theory is building the expectation that they can learn from this training which would work as a motivator in their development journey.

My personal skill audit realisation

Good At:

- Microsoft Officials
- Communication
- Problem-solving skills

Little Experience :

- Spreadsheet management
- Technical information management
- Composing policies and staff handbook
- Analytical power

Speaker Notes: After taking the personal skill audit test as attached in Appendix B, I have come to learn the skills I need to attain and develop to achieve a bright future in the HR field. According to my skill audit outcome, I am good at communication and also have expertise in problem-solving skills. In terms of transferrable skills, I am efficient in Microsoft Word and PowerPoint. According to the skill audit chart, I have little experience in MS excel. Besides, I lack critical thinking and analytical skills. I do not have much technical skill to manage employee information with the assurance of total discreteness. My verbal communication skill is not up to the mark to conduct and compose staff handbook, company policies and other written form of communication. According to the test in Appendix B, the skills that are required for an HR manager is vast, diversified and somewhat interconnected to one another. However, practical skills attainment mostly depend on an individual's ability and motivation to learn (Leila et al., 2018). However, the skills that can be improved through organisational training and development processes are mostly transferrable skills and technical skills. Thus, according to my personal experience as well as a generalised view, it can be said that organisations need to initiate training and development procedures mainly targeting the technical and transferable skills of the employees. This will help them to gain experience and expertise in handling daily correspondence in an efficient and

productive manner. These skills will not only help in achieving organisational goals but also in attaining personal growth to handle daily life situations.

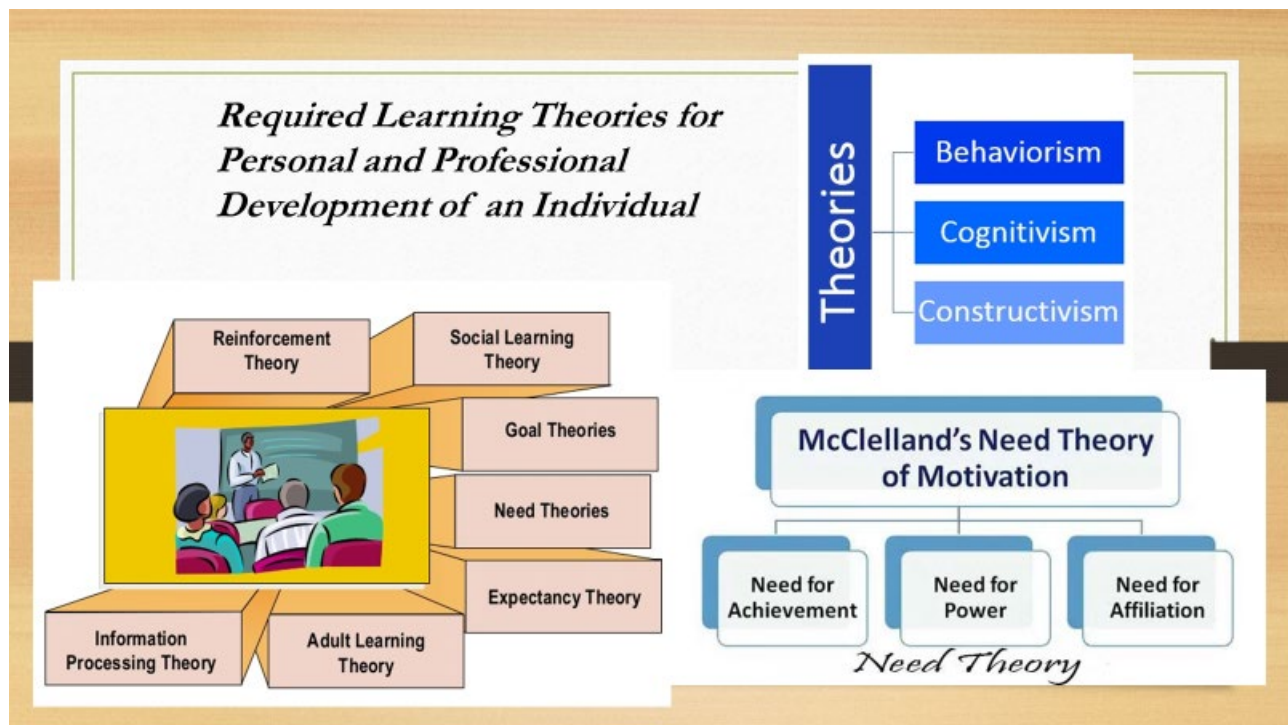
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Required Training and Development Processes

- Digital literacy training
- Soft skills development training
- Test-run and evaluation process
- Cognitive learning trainings
- Week long training on introducing employee management laws (Beck, 2016).



Speaker Notes: The required training and development procedures to attain these skills are significant in attaining organisational goals. Digital literacy training is efficient to adapt to the changing business environment and trends (Bruciati, 2013). While focusing on the technological advancement of the business world and the skills required to adapt to the changing HR responsibilities it is also important to conduct a week session to illustrate employees on employee management laws and regulation. I believe this is important as many of us need a proper revision on this field to manage people more sophisticatedly. Soft-skills development training is required to learn how to motivate and lead employees and coming up with contingency planning in the chaotic situation along with the ability to help employees adapt to the changing environment to attain productivity (Fardon and Cox, 2018).



Speaker Notes: The learning theories that can be improvised and implemented in the organisational training and development process are mentioned in the slide. Need theory of motivation would speed up the learning interest and process for the employees to attain organisational reputation and growth (Capish, 2011). Besides, the application of behaviourism, cognitivism and constructivism theories are also approachable. The implementation of goal and need theory, expectancy and reinforcement and other leaning theories can help an organisation in succeeding to increase their employee's work quality and efficiency.

Benefit of Amcor Plc

. Training facilities will help an organisation in many ways. Such as-

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- Help in acquiring proficient employees
- Trained employees will work better to achieve organisational goals
- Establish trust and a place of loyalty towards the organisation that will help an employee to work with more integrity (Rogers, 2019).
- Increase optimum productivity
- Achieve employee job-satisfaction

Speaker Notes: As we have come to learn training and development procedures help an increasing an employee's personal and professional skills to succeed in life. The benefits of training facilities are not only projected to the employees. It will help in achieving organisational objectives of Amcor Plc too.

Recommendation

All in all, it can be said training and development facilities are significant for an employee to attain success personally and professionally. However, to improvise training facilities it is suggested that an organisation goes through a proper and generalised skill auditing process of the employees of the HR department to understand what skills need improvement and training to develop (Dobbek, 2015). Mapping down the required skills by analysing the responsibilities of an HR figure would help in improving effective learning and training procedure for the HR employees.

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Conclusion

- Training and development facilities are essential in the workplace and the report has critically analysed the organisational and individual benefits through the visual description.
- To understand an individual's expectation towards organisational skill development actions and procedures the report has critically conducted a skill audit test.
- Besides to understand the type of skills that are required for an HR professional the report studied and constructed a categorised knowledge, skills and behavioural attainment criteria based on an HR responsibilities overview.

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Appendix A

Key expectations of HR Officer Roles

As a human resources (HR) officer you will develop, advise on and implement policies relating to the effective use of staff in an organisation. In the role your aim is to ensure that the organisation that you work for employs the right balance of staff in terms of skill and experience, and that training and development opportunities are available to colleagues to enhance their performance and achieve the company's business aims.

HR departments are expected to add value to the organisation they support. The exact nature of the work varies according to the organisation, but is likely to include:

- ☐ working closely with various departments, increasingly in a consultancy role, assisting line managers to understand and implement policies and procedures.
- ☐ promoting equality and diversity as part of the culture of the organisation.
- ☐ liaising with a range of people involved in policy areas such as staff performance and health and safety.
- ☐ recruiting staff, which involves developing job descriptions and person specifications, preparing job adverts, checking application forms, shortlisting, interviewing, and selecting candidates.
- ☐ developing and implementing policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures, and absence management.
- ☐ preparing staff handbooks.
- ☐ advising on pay and other remuneration issues, including promotion and benefits; ☐ undertaking regular salary reviews.
- ☐ negotiating with staff and their representatives (for example, trade union officials) on issues relating to pay and conditions.
- ☐ administering payroll and maintaining employee records; ☐ interpreting and advising on employment law.
- ☐ dealing with grievances and implementing disciplinary procedures.
- ☐ developing HR planning strategies, which consider immediate and long-term staff requirements; ☐ planning and sometimes delivering training - including inductions for new staff.
- ☐ analysing training needs in conjunction with departmental managers.

Appendix B

Name: Mariyka Ferreira
Job role: Human Resource Officer

I will be rating my skills concerning the following functional areas:

	Very good	Good	Adequate	Little or no experience
Information Technology				
Use Microsoft Office Word		Good		
Use Excel spreadsheet			Adequate	
Use a Database				Little experience
Use specialist HR software				No experience
Use the internet		Good		
Use e-mail		Good		
Use PowerPoint		Good		

	Very good	Good	Adequate	Little or no experience
Communication Skills				
Drafting contracts of employment				Little experience
Taking notes of disciplinary			Adequate	
Write reports		Good		

Produce material to support presentations			Adequate	
Delivering a training session				No experience

Resolving disputes/complaints			Adequate	
Interviewing				Little experience
Advising on HR issues				Little experience

	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		Good		
Explore more than one solution in order to solve a problem		Good		
Consider the ideas of others to help solve problems		Good		

Red marked ones are my answer.

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 profession any one time? placements?	None	1-5	Above 5
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I declare that the information given in this form is true	
Signed	
Date	2 March 20121