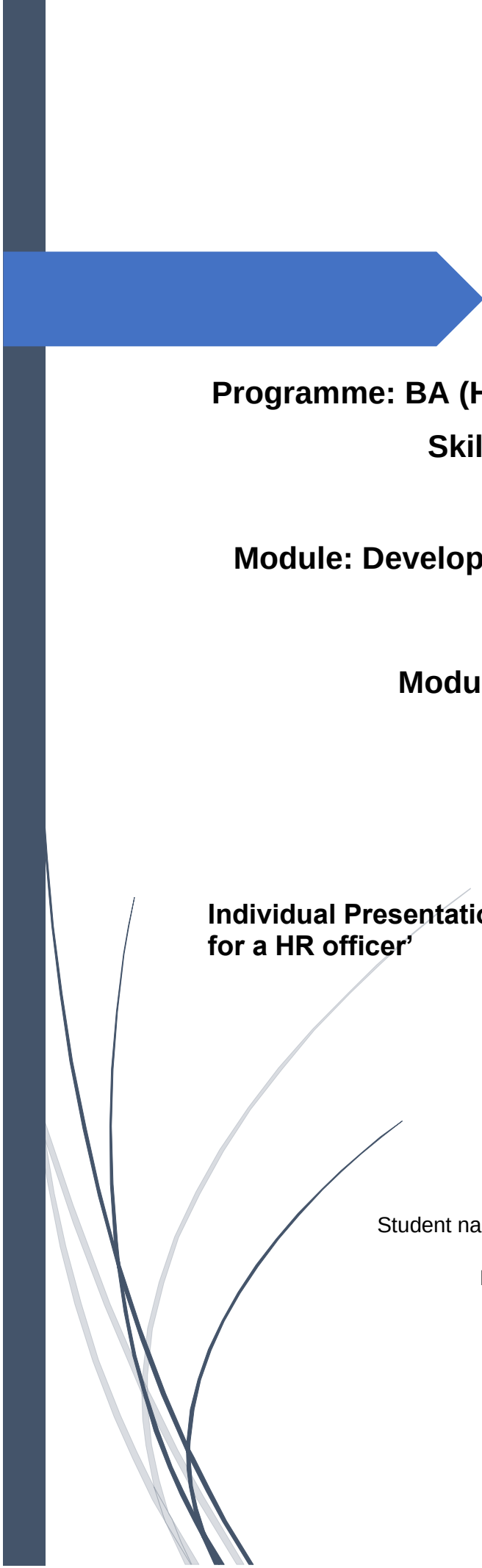




**Programme: BA (Hons) Leadership and Management
Skills for the Workplace**

**Module: Developing Relationships and Workplace
Achievements**

Module Code: (BMSW 5102)

**Individual Presentation on 'Training and Development needs
for a HR officer'**

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INTRODUCTION

This presentation looks at some of the skills that a person in a human resources position must have well developed to ensure clear benefits for the company where someone works for. It also names each of the benefits that are obtained thanks to the development of each of the skills to see clearly how companies and employees benefit.

ACTIVE LISTENING AND COMMUNICATION

Skills to develop for a human resources position

ACTIVE LISTENING AND COMMUNICATION

- ▶ Connect with company members
- ▶ Empathize with the staff and understand their point of view
- ▶ Increase confidence with the staff
- ▶ We get new knowledge

(Hoppe, 2018).

BENEFITS FOR THE COMPANY

- The company finds employees who trust HHRR and work happier by increasing their productivity.
- Thanks to the connection with employees, the human resources department will be more receptive to learning new knowledge
- By identifying the goals and feelings of employees, we can solve problems more effectively.



Active listening helps to recognize other perspectives and feelings that other people feel, helping to resolve conflicts and respect others (Hoppe, 2018).

People can learn from the experiences of others, obtaining information thanks to empathy and making them feel that we care about their point of view. By showing interest in what others tell us, we can earn their trust and make them trust us by improving communication and making teamwork easier.

Effective communication makes the employees of a company increase their productivity making them feel more secure with the work they do (Gerhardt, 2019). Effective communication helps to create a good work environment by ensuring that all employees

have the information they need, increasing their trust and having better relationships between employees. Thanks to good communication, feedbacks are also accepted in a more positive way.

COACHING

Knowledge to develop for a human resources position

COACHING

- ▶ Achieve objectives
- ▶ Develop cognitive skills
- ▶ Increase capacities
- ▶ Improve communication and leadership
- ▶ Focus on the problem and not on the personalities

(Chick, 2019).



BENEFITS FOR THE COMPANY

- We can find new skills needed in new staff thanks to improving creativity and abstract thinking
- Reduce stress and job anxiety in employees thanks to leadership skills
- Increases work motivation and improves employee performance and teamwork
- Improve group communication by empathizing and understanding their functions

It is a technique used to make a change in people by improving their abilities by focusing on achieving goals. Communication and leadership skills are trained to improve the person's contact with their environment and personal self-knowledge (Chick, 2019). By improving skills such as creativity, memory or abstract thinking, we can find new skills needed in new staff.

Coaching is focused on developing skills such as leadership in order to avoid stress in employees by making them feel comfortable motivating them in their work (Poole, 2013). Thanks to group dynamics, we can empathize with others and enhance the strengths of employees, ensuring that everyone can develop their skills.

PERFORMANCE MANAGEMENT

Skills to develop for the human resources position

PERFORMANCE MANAGEMENT

- ▶ Measures that improve staff efficiency
- ▶ Development of specific strategies
- ▶ Definition of functions
- ▶ Assessment of employees
- ▶ Know what happens in the company (Tardi, 2019).



BENEFITS FOR THE COMPANY

- We can manage the activities of the company fulfilling the objectives efficiently
- We can implement incentives to motivate employees
- Identify training needs to increase potential
- Guide the performance of employees towards the objectives, communicating what is expected of them

Performance management is a process that focuses on seeking and applying measures that improve employee efficiency, developing specific strategies that require prior planning, it seeks to add value to the organization through the development of skills (Tardi, 2019).

It will be possible to identify what the training needs are in the company, this is important to increase the training potential and obtain the maximum performance. It will be possible to know the performance of the work team and guide them towards clear objectives or even know if it is necessary to invest in special training for employees thanks to all the information we obtain, recognizing opportunities for improvement.

COMPENSATION

Knowledge to develop for the human resources position

COMPENSATION

- ▶ Salary compensation
- ▶ Compensation in health insurance
- ▶ Flexibility to have days off
- ▶ Compensation with pension plan



(Stewart, 2020).

BENEFITS FOR THE COMPANY

- Getting days off makes a balance between work and social life increasing motivation
- Increased productivity trying to achieve specific objectives to earn financial compensation
- Retention of talented workers thanks to compensation that is not mandatory

It is a compensation or benefit that an employee receives for the work they do and the favorable conditions that workers can find in their workplace (Alexis Herman, 2000).

There are two types of benefits, mandatory like Workers' Compensation, Social security, unemployment insurance and non-mandatory like defined benefit plans, defined contribution plans and private pension plans (Stewart, 2020).

Salary adjustments can increase the productivity of employees by making them work better knowing that they can earn more money for a good job or for acquiring new knowledge, having the peace of mind of having extra benefits outside of their work such as health or health pensions to retain staff.

TRAINING AND DEVELOPMENT

Knowledge to develop for the human resources position

TRAINING AND DEVELOPMENT

- ▶ Knowledge increase
- ▶ Skills development
- ▶ Increased efficiency by having more knowledge
- ▶ Achieve objectives more easily

(Raymond A. Noe, 2018).

BENEFITS FOR THE COMPANY

- Creation of more competitive companies by improving workers' skills
- Talent development
- More motivated workers
- Agility of workers is increased
- Increase performance
- Improve staff integration



It is a study process to increase the knowledge and skills of workers making the necessary skills to perform the job successfully develop (Raymond A. Noe, 2018). Helping people making decisions, solving problems on their own, we can ensure all employees are better integrated in the company, increasing their safety at work and with their knowledge.

Currently there is a labor market with a lot of competitiveness between companies and it is increasingly necessary to have workers with better skills, that is why the training is so important, so that employees are prepared for new challenges and can develop new skills, making them feel more motivated and not ending getting bored of always doing the same.

STAFFING

Knowledge to develop for the human resources position

STAFFING

- ▶ Assessment of the company's needs
- ▶ Identify the talent inside and outside the company
- ▶ Incorporation of new personnel suitable for the position
- ▶ Remuneration
- ▶ Maintenance of labor policies



(Fallon, 2020).

BENEFITS FOR THE COMPANY

- Improve the relationship between the interests of the person and the positions to occupy
- Ensure the correct selection of the candidate who best fits the position
- Facilitate the adaptation of new staff to the company

It is the process of managing human talent including all the activities necessary to recruit, hire, retain and fire employees (Fallon, 2020).

After an evaluation of the needs of the company, a hiring of new personnel is carried out, conducting interviews to find who has skills that best fit the position that needs to be filled, and then carry out activities to introduce the new personnel to the company to facilitate their adaptation and they can reach their full potential as soon as possible or undergo specific training to cover the needs of the position and know if they really have the necessary skills or should we let them go.

COMMUNICATION

Skills to develop for the human resources position

COMMUNICATION

- ▶ Share information
- ▶ Sending and receipt of information
- ▶ Establishing a connection through a message

(Celeste Lawson, 2019).

BENEFITS FOR THE COMPANY

- Improves the internal functioning of a company by efficiently communicating the objectives
- Creating positive relationships increasing the bond and commitment.
- Increase motivation and confidence
- Union between teams that work together



Process in which a connection is established between a sender and a receiver thanks to a message that allows them to share ideas and information (Celeste Lawson, 2019).

With efficient communication we can increase the productivity of employees and convey what is expected of them and they have access to easily know all the information they need thanks to oral or digital communication giving access to content and objectives. Good communication can also help to create more united work teams.

LAWS AND REGULATIONS

Knowledge to develop for the human resources position

LAWS AND REGULATIONS

- ▶ Make Decisions That May Have Legal Consequences
- ▶ Compliance with employer obligations and workers' rights
- ▶ Avoid lawsuits, financial losses and reputational damage

(Joubert, 2020).

BENEFITS FOR THE COMPANY

- Competitive advantage
- Minimize a company's exposure to legal risk
- Protection of employee rights
- Avoid claims



Strategic management of employees in an organization complying with all labor rights laws and the obligations that employers have (Joubert, 2020).

Failure to comply with laws has very serious consequences, making personnel with knowledge of laws and regulations highly demanded by companies.

LEADERSHIP

Behaviour to develop for the human resources position

LEADERSHIP

- ▶ Planning and management of work and objectives
- ▶ Quick and quality decision making
- ▶ Respect and crisis control
- ▶ Delegation of tasks and empathy with employees

(Pinnow, 2011).

BENEFITS FOR THE COMPANY

- Promote communication
- Unity in the team and positivity
- Economic incentives increasing motivation
- Promote rotation avoiding monotony and increasing interest



It is the ability of someone to be able to influence, motivate, guarantee and carry out actions to achieve objectives involving different people and groups with the same values (Pinnow, 2011).

This improves the performance of a company achieving the objectives being able to increase sales and profits, by creating motivation in employees it is achieved that employees miss less work and there is a better work environment with motivation and more performance.

SKILLS AUDIT

Skills audit is a document thanks to which you can identify all the skills you have and at what level they are (Thomas, 2021).

Thanks to a personal skills audit people can have an overview of the skills we have and which ones need to be further developed for the specific position of the workplace.

TRAINING

To improve the skills necessary for the position of human resources and see benefits within the company, the help of online trainings from private companies specialized in the skills we need to develop will be used.

CONCLUSION

In this presentation we have tried to identify the main skills to be in a human resources position in a productive way for the company that wants to hire us, showing in which parts the company would benefit if we had those skills in a developed way.

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APPENDIX

Personal Skills Audit:

Name: Isabel Gallardo Gomez
Job Role: Human Resources

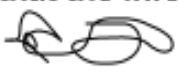
	VERY GOOD	GOOD	ADEQUATE	LITTLE OR NO EXPERIENCE
Information Technology				
Use Microsoft Office Word				
Use Excel spreadsheet				
Use a Database				
Use specialist HR software				
Use the internet				
Use e-mail				
Use PowerPoint				

	VERY GOOD	GOOD	ADEQUATE	LITTLE OR NO EXPERIENCE
Communication Skills				
Drafting contracts of employment				
Taking notes of disciplinary				
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 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: 

Date: 03/05/2021