



Developing Relationships and Workplace Achievement

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Introduction

- Hospital is where people come if they seek help due to sickness or injury.
- Doctors, Nurses and other healthcare professionals work together to provide treatment.
- Hospitals have different departments for patients.





Knowledge

- Solid understanding.
- Policies , standards and specific laws.
- Aware of the latest changes.
- Organisational strategy.

Vulpen, E.V. (2019).

Skills

- Communication.
- Leadership.
- Decision-making.
- Negotiation.

Robinson, A. (2021).



Behaviour

- Professionals should be flexible.
- Continuous learning and development.
- Work well with others.
- Be approachable.

French, M. (2017).



The benefit of training and development

- Employees gain new knowledge and skills to help their specific roles.
- Can improve the skills of healthcare to improve care offered.
- Leading to higher rates.

IBM (2019).



Communication skills

People skills

Solving problems

S

Strength

W

Weakness

Overwhelmed quickly

Easily distracted

Advance in my career

O

Opportunity

T

Threat

Competition

Personal Skills Audit**Name****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	✓			
Use Excel spreadsheet		✓		
Use a Database		✓		
Use specialist HR software		✓		
Use the internet	✓			
Use e-mail	✓			
Use PowerPoint	✓			

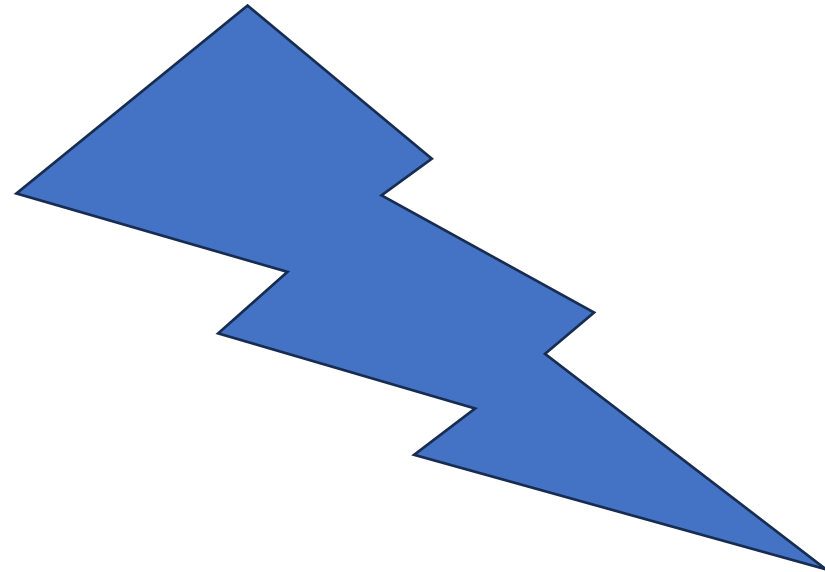
	Very good	Good	Adequate	Little or no experience
Communication Skills				
Drafting contracts of employment	✓	✓		
Taking notes of disciplinary hearings		✓		
Write reports		✓		
Produce material to support presentations		✓		
Delivering a training session		✓		
Resolving disputes/complaints	✓			
Interviewing	✓			
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 complex data and make selective use of information		✓		
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Conclusion

- I've ensured I've mentioned all the necessary details.
- HR is important in order to keep the company in shape. I believe that the 3 main points (knowledge, skills and behaviour) are a must in order to achieve success.



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