

TRAINING AND DEVELOPMENT NEEDS FOR AN HR OFFICER

BMSW5102 Developing Relationship and Management
Skills for the Workplace

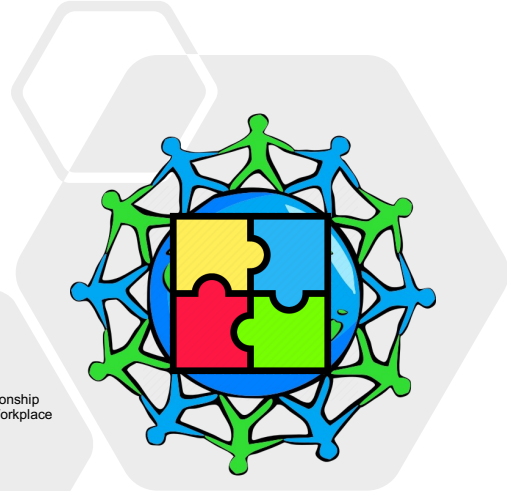
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26/07/2022

Training and Development needs for a HR officer

BMSW 5102 – Developing Relationship and Management Skills for the Workplace
Loraine Tabila – 1917097
Nishi M Ramsurrun



(Domain, 2017)Figure 1 unity and earth & (Abdillah, N,d) Figure 2 swot puzzle

In this presentation I will talk about what is an HR officer and their responsibilities and explain the benefits for the organisation through the training and development.
But firstly, we will talk about the organisation and what is a human resource.

- International Hotel group
- 36 hotels and seven residences
- 12,000 colleague globally
- More than 800 colleague in Knightsbridge

-
- Employ people & manage
 - Training and developing
 - Balance between people and company



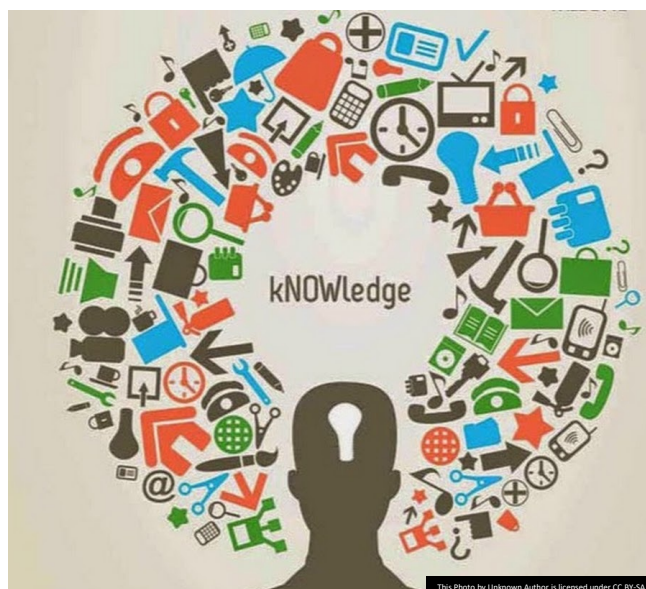
(logo, N,d)Figure 3 Mandarin Oriental logo & (coursehero, 2022)Figure 4 unity hands together.

The organisation where I work as a human resources officer is an international hotel group, Mandarin Oriental, is an hotel group dedicated in investing on luxury hotels, resort, and residences (N.d, 2022).

The hotel global brand has 36 hotels and seven residences expanded in total in twenty-four countries (N.d, N.d), having globally 12.000 colleagues, in which 800 roughly colleagues are working in the middle of the heart of Knightsbridge.

As a human resource officer, we need to select the right person in the right department to work inside the hotel group due of the high standard and competency between hospitalities around London. But as human resources we are not just employing people and managing, we need to provide a balance between the organisation and employees, as we need to help the organization to achieve the aims and objectives, and we need to respect and promote the employee's interests (Armstrong, 2020; Armstrong & Taylor, 2020), by providing training and development in which I will discuss deeper in the following slides.

In the following slides I will explain about KSB that is knowledge, skills, and behaviour in which an HR officer requires to have.



Knowledge

- Law and government
- Administration management
- Public safety and security
- Wellbeing
- Psychology

(BY-SA, 2015)Figure 5, silhouette of the head with the word kNOWLEDge.

Knowledge is when we capture, store, and share wisdom by understanding the process (Armstrong & Taylor, 2020).

As a HR officer a part to know the personnel procedure that require recruitment and selecting, I should have some knowledge about administrative management that involves strategic planning, production methods and coordination of people.

Know about law to be able to adapt and regulate which contract and policies to apply for the staff and to have knowledge regarding the government regulations to adjust external environment like Covid-19 and Brexit into the hotel group.

Have information about public safety for our equipment and security as a protection of data and people inside the organisation.

Besides we should recognise about psychology that involves in human behaviour with their interest and motivation and as well in their performance, additionally, have to some knowledge and provide about wellbeing as we take care about our staff, especially in this period while all of us we are recovering from Covid-19. (Armstrong & Taylor, 2020).

- Multitasking
- Administrative procedure
- Personnel resources
- Monitoring
- Digital skill



(N, 2019) Figure 6 image with skill written with small motivation words

Skills is the abilities of each staff have that it helps to enhance the employee performance and job retention and growth (CIPD, 2017)

One of the skills that require an HR officer is to be able to be a multitasking, to do specific task in order and in same time by coordinating the task, and is it important as well to be a good communication in digital skills and verbally to be able to communicate precisely (Sapovadia, 2020). As it shows in my slides there is many skills that it should be adapted.



Behavior

- Therapy and counselling
- Communication politely and precisely
- Empathy
- Communication verbally and non-verbal

(Wathieu, 2007) Figure 7 man kicking a bag

Behaviour inside the organisation is the term to describe the characteristics of the people and how they act (Armstrong & Taylor, 2020).

Being an HR officer, we represent the expectations and we set good examples, HR must not only set an example for the core team to follow but also to make sure that the rest of the board and the employees of the company follow our examples (French, 2017)

As an HR we need to provide good image as we oversee the recruitment based on the needs of the hotel group. Our communication verbally and non-verbally need to be the precisely and politely, having a good English.

We need to understand and to empathise with the staff member accordantly, to be able to counsel with their doubts inside the hotel group.

Personal Skills Audit

Name: Loraine Tabila				
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			✗	
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				✗
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	Loraine Tabila - 1917097
Date	20/07/2022

Based on my personal skill audit, I can reflect that I need to improve in a several aspects such in communication skill, with delivering training session, interviewing, drafting contracts and advising on HR issues, to make it more effective to me I will start taking trainings and developing in the areas I must improve.

As it shows as well, I just start working as a HR officer I need to learn more and train to gain more knowledge.

Strengths What do you do well? What unique resources can you draw on? What do others see as your strengths?	Weaknesses What could you improve? Where do you have fewer resources than others? What are others likely to see as weaknesses?
Dealing with other emotions Communication in body language and writing emails.	IT skills Lack of focus Time management
Opportunities What opportunities are open to you? What trends could you take advantage of? How can you turn your strengths into opportunities?	Threats What threats could harm you? What is your competition doing? What threats do your weaknesses expose to you?
Development and training	Flexibility Law and governance

As it shows in my swot analysis based on my personal skills audit and my reflective profile activity constructed by test and styles, that you can see in the end of the report.

Starting with my weaknesses that it can be improve by setting a smart plan I should develop my IT skills by doing some courses about excel, learn with my colleagues to use properly HR software and data base.

My time management and lack of focus I can improve by taking notes and preparing my job in advance.

Those weaknesses can be improved by developing myself as I take with my weaknesses as an opportunity.

What I am doing well known as a strength is that I am good reading the communication in body language of the people as I like to analyse them and dealing with the emotions of the staff, known as a psychology, that we talk previously in the slides.

The threats that I can see is the law and governance, especially regarding with Brexit making us to find harder staff due of the legislations, and the flexibility that I personally have making me to work as a part time employee.

Now let's talk about training and development and the benefits to have it for the organisations.



(N, 2020)Figure 8

(N, N,d)Figure 9

Human resources they are taking care of the professional development of the individual, as they are willing to promote and having an ongoing process.

Human Capital development is when the company invest in the people to increase their skills and knowledge (Armstrong & Taylor, 2020).

Having a continuous professional enhance the improvement and development in knowledge and skill in the organization, enhance the abilities and it became conscious proactive, it contributes to the professional sense of direction.

It builds a confidence as the employee know what is doing.

The difference between training and development is that the first one helps the employees to obtain the necessary skills into the organization while development it helps to improve the skills and makes the employee ready for another position.

And increase profits in the hotel through productivity and efficiency in the staff.



Human resources are the spine of the back of the organizations, as they are responsible with recruitment and still be able to find the balance between organization and humans

As we can see previously training and development for the individuals is crucial to keep them in the same truck and to guide me with their professional development helping to achieve the company goal.

The benefits are extended to the hotel and individuals as well as to employees. The success of the company has always been based on the success of the employees, the better the training and development of employees, the more likely the company will succeed.



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Appendix

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

Strengths What do you do well? What unique resources can you draw on? What do others see as your strengths?	Weaknesses What could you improve? Where do you have fewer resources than others? What are others likely to see as weaknesses?
Dealing with other emotions Communication in body language and writing emails.	IT skills Lack of focus Time management
Opportunities What opportunities are open to you? What trends could you take advantage of? How can you turn your strengths into opportunities?	Threats What threats could harm you? What is your competition doing? What threats do your weaknesses expose to you?
Development and training	Flexibility Law and governance

Appendix C

Personal Skills Audit

Name: Loraine Tabila
Job role: Human Resource Officer

Pleasetick 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				✗

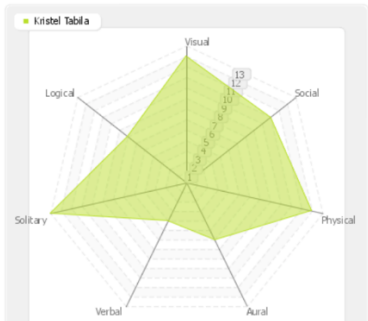
	Very good	Good	Adequate	Little or no experience
Problem solving skills				
Make good use of verbal reasoning skills, able to handle complex data and make selective use of information			✗	
Explore more than one solution in order to solve a problem		✗		

Consider the ideas of others to help solve problems	✗			
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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	Loraine Tabila - 1917097
Date	20/07/2022

Appendix D

	REFLECTIVE PROFILE Name: Loraine Tabila - 1917097 LinkedIn:
My learning style is solitary that is intrapersonal This means that I like to use a self-study and I am more introspective, I can study better by taking notes and by using my own one. Learning Styles Inventory - Results Page For User: Loraine Tabila This page displays the results of your learning styles inventory. You can also select options be compare your styles with anybody who has shared their results with you. Your results The scores are out of 20 for each style. A score of 20 indicates the style is used often. Style Scores Visual12 Social10 Physical12 Aural6 Verbal4 Solitary13 Logical7 Learning Styles Graph  https://www.learning-styles-online.com/	
My Belbin team role is explorer and team player This means as an explorer I am cheerful, and I like to explore and improvise. As a team player I like to provide support and put the team together effectively. Team Roles YOU SEX: FEMALE AGE: 29 A: EXPL. 19 % B: TEAM. 19 % C: EXEC. 14 % D: DRIVER 14 % E: INNOV. 8 % F: ANALYST 8 % G: COMPL. 8 % H: CHAIRPERSON 6 % I: EXPERT 3 %	

<https://www.123test.com/team-roles-test/>

My conflict style is...

****Link not working****

This means that...

http://highered.mheducation.com/sites/007040187x/student_view0/chapter11/self-assessment_11_4.html

My leadership style is...Democratic, participative leadership

This means that I set goal and guide the team to discussions and the final decision.

Calculate My Total

Total = 26

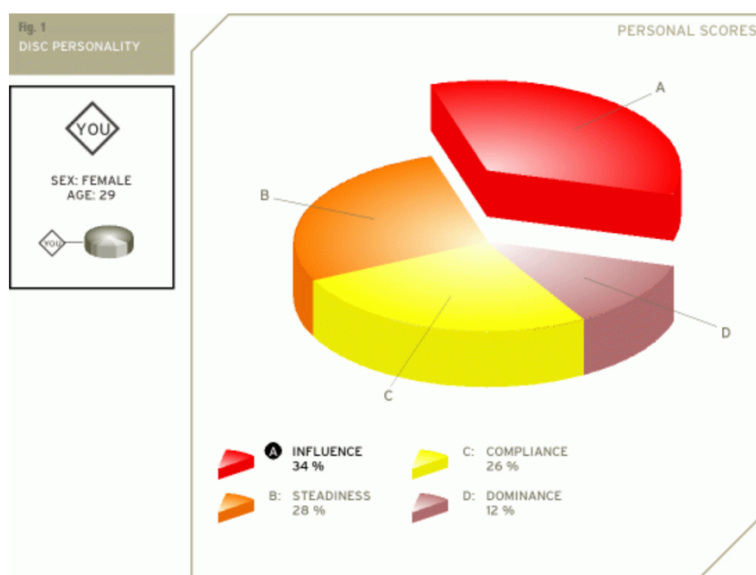
Score Interpretation

Score	Comment
12-20	You most commonly adopt an authoritarian or autocratic leadership style. You rarely consult your team members and, instead, tend to tell them what you want, when you want it, and how you want it done. This style works well in a crisis, when a task must be completed quickly. However, you'll likely demoralize, demotivate and aggravate people if you use it all the time. This can translate into high absenteeism and turnover rates. You'll also miss out on a wealth of ideas, thereby stifling innovation and creativity. Read more below.
21-27	You lean toward a democratic or participative style of leadership. You tend to set the parameters for the work and have the final say on decisions, but you actively involve your team members in the process. This style can build trust between you and your people, as they'll likely feel engaged and valued. But it's not great in a high-pressure situation that requires a fast turnaround, as it will slow you down. And, if you dislike disagreement or conflict, you might struggle with how people respond to consultation. Read more below.

<https://www.mindtools.com/pages/article/leadership-style-quiz.htm>

My DISC management style is influence

This means that I like to develop and maintain relationship.



<https://www.123test.com/disc-personality-test/>

My Myers Briggs style is INFJ introverted intuitive feeling judging- the counselor

This means that I can read and understand people



INFJ – The Counselor

Introverted iNtuitive Feeling Judging

Personality Profile

Personality Description

- Passionate about ideas and dreams
- Warm, caring, and approachable
- Tactful, helpful, sensitive, and cautious
- Can read and understand other people
- Trusts gut feelings
- Likes organizing and creating systems

<https://www.personalityperfect.com/16-personalities-test/>

My enneagram style is type 2 the helper

This means that I like to help

Enneagram Test Results

You are most likely a type 2.

Taking wings into account, you seem to be a 2w3

No personality test is completely accurate. Although several measures were taken to make this test as accurate as possible, there's always a chance that you are not typed correctly by it. Therefore, when deciding which [Enneagram type](#) and [wing](#) you are, you might also want to consider the types with the highest test scores on the lists below.

(Note that your lowest scores may be omitted.)

[Type 2](#) - 11
[Type 9](#) - 10.4
[Type 6](#) - 9.7
[Type 3](#) - 8.4
[Type 7](#) - 7.1
[Type 4](#) - 6.4
[Type 1](#) - 6
[Type 8](#) - 2

Wing 2w3 - 15.2
Wing 2w1 - 14
Wing 3w2 - 13.9
Wing 9w1 - 13.4
Wing 6w7 - 13.3
Wing 7w6 - 12
Wing 3w4 - 11.6
Wing 1w2 - 11.5

<https://www.eclecticenergies.com/enneagram/test>

My EQ score is 98 and percentile score is 47

This means that I have space to improvement

Emotional Intelligence Test

SUMMARY

INTRO

GRAPHS

DETAILED
RESULTS

STRENGTHS &
LIMITATIONS

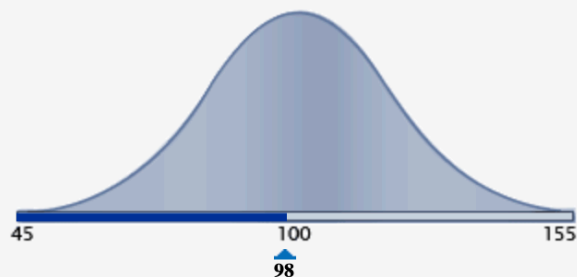
ADVICE

Many conceptions of emotional intelligence are divided into two main parts; aspects related to understanding and dealing with one's own emotions, and those related to understanding the emotions of others and handling social interactions. For many prominent EIQ researchers, the construct also includes broader traits such as motivation, interpersonal and other personal attributes (this is often called a mixed model). We chose to assess this construct using both self-report questions and ability questions.

Overall Score

EQ score = 98

Percentile score = 47



Your score on this assessment is reasonably good, but there is some room for improvement. Overall, you are reasonably skilled at understanding and dealing with emotions. Remember, emotional intelligence is not only essential to healthy relationships with others, research has also shown that a healthy EQ contributes to problem-solving ability, leadership ability, goal achievement, and professional success in general. Review the rest of your results to know which areas you most need to work on developing - awareness is key to helping you find the motivation to improve.

Professional users, such as HR managers, coaches, and therapists, can request a free demo for this or other assessments from PsychTests' extensive battery in the ARCH Profile testing platform. <http://www.archprofile.com/>.



<https://testyourself.psychtests.com/testid/3979>