

Cover Page

Training and Development needs for an HR officer

Amma-harar Russell

1808757

Molly Jack

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Introduction

This report will research the key skills, behaviours and knowledge development that are required by HR professionals across the working environment. I will perform a personal skills evaluation and identify training and development skills that are required. By assessing the potential benefits to the organisation of developing as an HR officer through beneficial training and development. Analysing and evaluating my starting points and producing suitable conclusions supported by demonstrating knowledge and understanding models and theories.

Human resources are the dividing of a business that is in charged with finding, screening, recruiting, and training job applicants, as well as organising employee-benefit projects. HR plays a vital role in helping companies deal with a rapid changing business environment and a fast demand for quality employees in the present day. You must have a depth foundation in the many functions of Human Resources. A current requirement is that you must be able to deal with the daily challenges that arise. You may have to resolve simple situations. Or it could be a much more complex issue that is being investigated and conducted by the Department of Fair Employment and Housing (DFEH).

Whether the issue is something simple or more difficult, a good Human Resources professional must be able to resolve all types of issues, calmly and neutral to be a good Human Resource professional you must have excellent communication skills. Being able to listen and hear what the other person is saying is a real skill to have as a human resource expert. You need to be able to deal with people in a warm and professional manner so that people can relate to you. Everyone goes to Human Resources for assistance and advice, so being able to communicate effectively is essential.

Main body: Skills that you are required to have as an HR professional

- "In an HR role you are likely to experience some challenging circumstances, and it will usually be your job to convoy employees through them. So, you'll need constructed interpersonal skills as well as the capacity to deal with people and personal issues in an understanding way. Here's a selection of the types of skills that HR professional is required to have.
- **Commercial sense.** No organisation function performs in a vacuum, and HR is progressively required to indicate it can promote to wider company objectives. This means commercial and planned objectives. Therefore, as well as showing an insight of HR's role in a broad business setting, you'll also be expected to frequently display how your job title done by your HR team this helps to operate larger-scale company success.
- **Organisation and planning.** HR can be a complicated responsibility, with HR professionals at every level required to juggle several responsibilities and tasks at once. You will need to arrange your time and workflow effectually. Certainly, people and companies are unpredictable, and at times in HR surprises will be fired at you. But a well-regulated and put together workload means you'll be better equipped to handle them when they arise, without hardly any effect on your daily work.
- **Technology.** HR is becoming a technology organisation as much as a people business. Technology is progressively essential to the work done by HR, so a readiness and potential to take advantage of verified technology and look for new resolutions will serve you well.
- Software packages and digital resolutions way out for an extensive of HR tasks, and technology's extensiveness in the sector will no doubt grow. Tech-savvy HR professionals are in high request now, so their usefulness will grow in line with the increasing significance of technology in the field.

Skills that you are required to have as an HR professional

- **Industry awareness.** As a HR professional you will be in unplanned situations, whether it's a change in employment law or a newly proposed method of conveying a key matter, you will need to be spot on the HR field to keep on top of things and to answer in your workplace. Keep up to date by reading and supporting to production titles and by staying alongside of general company and political issues, which will help you with the task of putting your HR work into an extensive structure.
- **An everyman approach.** As a HR professional you will need to network and convey productively with co-workers and shareholders from all levels of the company. From the storehouse to the conference room, everybody in the business will need to be assign with correctly. It's vital to know who you are dealing with and to deal with the situation appropriately. business knowledge and researching will keep you up to date.
- **Collaboration and communication.** Your protential to convey with your HR peers and employees from around the company will help you to sway plan of action as well as triumph in the daily side of your work. Clearness in your communication, and carefulness are vital. So are negotiation skills, which will not only help in delicate employee-focused circumstances but will also help to sway your team and superiors to get decisions made and to reach strategic targets.
- **Balance.** One of the known and oldest questions is about who HR is intended to assit, the organisation or its people. The honest answer, naturally, is that HR exists to assist both company needs and the needs of its employees. you will need to balance your approach and your work to make sure that your production is not unequally weighted in approval of one set of shareholders over another"(Eccleston, 2014).

Training courses to be a HR professional

- "You do not need to have a specific GCSE or qualification to become a HR professional. However, it is highly desirable to have experience in the human resources sector from chartered institute of personnel and development (CIPD), this qualification is the perfect way to gain the skills you need. With flexible, online courses you can find the right course to upskill your profession and stay motivated remotely. The cost of a CIPD qualification can differ based on several elements, from the level you choose to study at to how you chose to study it. There are three levels of CIPD qualifications you can gain, these levels are based on the skill level of the student.
- Level 3 qualification is suited for a HR trainee looking for entry-level position in the manner of a HR assistant.
- Level 5 qualifications is ideal for those with some HR experience or looking for an average-level position like a HR manager.
- Level 5 qualification is for the postgraduate level for those with notable HR experience"(Mcneil, 2021).

Cost of courses for a Human Resource Professional

- CIPD Qualification Level 3 Foundation Certificate usually costs between £1,900 and £2,600.
- CIPD Level 5 Diploma usually costs between £3,200 and £3,800"(Mcneil, 2021).

Conclusion

Depending on what job role you are looking for in HR, will determine what training and development you would need to undertake. Once you have gained your qualification in HR it will prove your expertise in your designated field.

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Personal Skills Audit

Amma-harar Russell

Human Resource Officer

Information Technology	Very good	Good	Adequate	Little or no experience
Use microsoft office Word		x		
Use excel spreadsheet			x	
Use a database			x	
Use specialist HR software				x
Use the internet		x		
Use e-mail		x		
Use powerpoint			x	

Personal Skills Audit

Communication Skills	Very good	Good	Adequate	Little or no experience
Drafting contracts of employment				x
Taking notes of disciplinary				x
Write reports				
Produce material to support presentations				x
Delivering a training session				x
Resolving disputes/ complaints				x
Interviewing				x
Advising on HR issues				x

Personal Skills Audit

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

Personal Skills Audit

Supervisory Management	< 1 month	1-3 months	> 3 months
How much experience have you had in your role?	x		

How many people have you managed at any one time	None	1-5	Above 5
	x		

I declare that the information given in this form is true	
Signed	A.Russell
Date	28/04/2021