

”TRAINING AND DEVELOPMENT NEEDS FOR AN HR OFFICER”

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TABLE OF CONTENT

Introduction

Appropriate knowledge, skills and behaviours (KSB)

Conduct a personal skills audit

Needs of training and development

The potential benefits to the organisation

Conclusion

References

INTRODUCTION

- ✦ Training and development plays a major role in enhancing knowledge and enhancing skills of an individual. It helps the employees to perform effectively and achieve goals and objectives in an effective manner. This presentation is based on HR management at Unilever. It is a British multinational consumer goods company that was established in 1929. The organisation has its headquarters in London, England.

APPROPRIATE KNOWLEDGE, SKILLS AND BEHAVIOURS (KSB)

- ✖ Human Resource officer in a business organisation plays a major role. It is seen that they have to manage all the employees in the company and keep track on their performance. It is necessary for a business organisation to know the roles and responsibilities.
- ✖ **Implement policies and procedures:**
- ✖ **Selecting the employees:**
- ✖ **Solving the issues:**
- ✖ **Preparing staff handbooks**
- ✖ **Developing HR planning strategies:**
- ✖ **Maintain employee records:**

CONDUCT A PERSONAL SKILLS AUDIT

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

CONTINUE

Communication skills	Very good	Good	Adequate	Little or no experience
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			*	

CONTINUE

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

NEEDS OF TRAINING AND DEVELOPMENT

- ✦ By analysing the knowledge, skills and behaviour which is required by the HR manager to achieve goals and objectives. It has identified that training and development is much needed to enhance personal skills in various way. It is the most important part while working in an organisation to get training and development opportunity. It is necessary to carry out all the HR practices well which influence positively for the employee welfare and their betterment. Human resource management is the crucial department in the Unilever which emphasize on providing best training and satisfaction to employees which will keep them motivated and dedicated.



THE POTENTIAL BENEFITS TO THE ORGANISATION

- ✘ HR management helps in the overall development of the organisation. HR manager serve a lot of responsibilities and duties while performing work over employees welfare, keeping a specific structure and lead the best management strategies in the Unilever. The company will have various benefits by hiring HR manager which are described below:
- ✘ **Employee satisfaction:**
- ✘ **Training and development:**



CONCLUSION

- ✘ The presentation has concluded that human resource management play a vital role in every organisation. There are various key knowledge, skills and behaviour identified to carry out potential duties of managers. It is necessary to ascertain trainings and development for the HR manager to keep employees motivate, workforce planning and strategies Also, the company needs to hire effective HR manager which will be beneficial for them in several ways.

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The company understands the importance of providing effective training to the employees so that they are able to perform in an effective and efficient manner. The knowledge, skills and behaviours required by a HR professional are mentioned in this presentation. Afterwards skill audit is conducted in order to know about the skills and areas that need development. In the end of this presentation there is discussion related to the benefits of providing proper training to the HR of an organisation.

In regard to Unilever it is a multinational organisation that focuses on developing the HR officer. In Unilever, the HR officer are also provided proper training and development as they will work in future to provide best working environment to the employees. The HR of Unilever is expected to implement the policies that help to motivate the employees and keep them working. The HR of Unilever needs to maintain coordination and cooperation with all the other departments so that the company is able to achieve goals and objectives successfully. The key knowledge's, skills and behaviours that are required to become HR officer of Unilever are discussed below:

Implement policies and procedures: The HR officer of Unilever, must have ability to implement the policies and procedures that are laid down by the business organisation. It is necessary for them to treat all the employees equally so that they are able to work effectively. At the same time providing healthy working conditions is also necessary for the company. There are certain changes in policies, so it is also responsibility of HR in Unilever to help employees in dealing with the changes.

Selecting the employees: It is seen that the HR of Unilever must have ability to recruit and hire best employees. The HR must understand the talent of the candidates and then hire them. The HR formulates Job description and defines their role in the organisation. The induction of the employees is also done by HR of the company.

Solving the issues: There are various issues that are faced by the employees in the organisation that may relate to conflict among two, payroll related, working condition etc. In Unilever, HR manager solves all the issues and provides them the best solution so that they are motivated and able to achieve goals and objectives successfully.

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Preparing staff handbooks: as the role of HR in the Unilever, it is necessary to prepare a handbook in which all the informations, plans, strategies, deadlines and achievements will be written. Also the manager will prepare all the notes of performance, details about their staff. All the companies policies, rules and rights over health and safety, employment contracts, opportunity must be provided in the book which shows a systematic information and disciplinary actions. Therefore, managers of Unilever must have this much knowledge and skills to provide effective services and enable management in the Unilever.

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Developing HR planning strategies: HR planning strategies are most important for the organisation. These strategies will be helpful to attain objectives and enrol all the employees together. Therefore, it is necessary for the manager to have key skills for taking strategic decision for the welfare of overall organisation. It is vital for the company to have essential plans which creates a road map and path to attain objectives carefully. This is necessary to attain long term retention of staff and make employees aware about all the rules and organisational policies. It helps in giving trainings and make new employees familiar with the organisational environment. Therefore, HR manager of Unilever has these key skills due to which the company attain long term growth in this market. These managers need to serve best potential through involving their creative skills and adopt best strategies by looking into overall positive and negative consequences of it.

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Maintain employee records: HR manager performs a vital duty and responsibility towards the employees. The management of staff workforce is in the hands of HR manager which control their performance, operations, work practices and remuneration. Keeping employee records will make the managers aware about the strength, weakness and necessary information about employees. These information will help the manager to plan for employee welfare to give compensation, appreciation and rewards.

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All the above discussed practices are vital to perform by the HR manager of Unilever. It require a lot of skills like communication, writing, presentation, decision making, problem solving and time management. Therefore, these knowledge and behaviour towards employees will lead to secure job position and achieve organisational objectives for which managers put their immense efforts. These skills will help in adopting changing business environment and carry out all recruitment, training, selection and hiring process.

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- ✖ **Socializing and networking:** these two concepts are quite similar and important for an individual. Getting socialize is effective to learn new thing and be updated about what is happening in the surrounding. This is also a challenge for student to socialize in new environment. People are of different interest and backgrounds which seems difficult to make connection with them. However, it is important as It makes them feel valued and confident. When students gets company and make interpersonal relations, the learning become effective. Also, it vis a part of business management function to communicate and interact with people to understand them in better way. So, being socialize is step towards learning professional skills. These challenge might impact on the learning and acknowledging new things for a student. They need to face new culture, people, rules and practices which might not make comfortable to the students. Therefore, the students need to make them familiar with universities and its people to get adjust in the surroundings.
- ✖ **Scheduling:** it is also one of the critical challenge for a student to learn in business management. A student is asked to take participate in a lot of activities in universities. Taking lectures and giving exams re not enough but a student needs to make time for projects, campus trainings, internships and other recreational activities which will help them to develop professional skills. As these skills could only be develop through undertaking experiences and engage in a lot of management practices. Therefore, students need to have time management skills through which no task would left unachieved or non-attempted. It is also a challenge for students to work in groups and adjust with the nature, Attitude and perception of team members. The students have different nature and attitude towards others which might affect their study and creates barriers in developing professional skills.
- ✖ These skills include communication, report writing, research, project formulation, positive attitude and many others. Academic skills helps the students to learn all the important areas which will be beneficial to achieve career goals. There are various important of effective academic skills which are described below:
- ✖ The individuals will get acknowledge by complex task and case studies which are a part of academic projects and case study.
- ✖ Effective academic skills helps individuals to be confident and analyse their talent to prepare for future uncertainties.

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- ✖ The students will get to learn about managing their time for number of activities to work simultaneously. Through this, they will easily prioritise important task and meet deadlines.
- ✖ Effective academic skills Are important to test students potential, skills and capabilities so that, they would work for improvement and bring necessary changes by receiving feedbacks from teachers.
- ✖ The students became independent and self decision maker as they become able to differentiate between right and wrong.
- ✖ Good academic skills will lead to motivate and curious students to undertake challenges and explore new areas which is a great habit to achieve future professional objectives.
- ✖ Therefore, it shows that the need for training and development is also as important for the HR manager as much as it is for employees. As per the own knowledge and skills analysed by personal skills audit. There is need to develop communication skills, technological skills and problem solving. This shows that, the HR manager could gain advantage over their knowledge and capabilities to take the best use of training opportunity. Unilever provides career development plans which influence the managers to be more capable for taking higher position within existing company. Nothing would be better than gaining high payroll and job satisfaction while working in a family environment. So that, to gain employees satisfaction and fulfil the targets in a better way, the need for training in the role of HR manager is also crucial. For instance, in order to implement procedure and policies for the workplace, The HR manager needs to have good knowledge of industry regulation, laws and objectives so that, they could regulate it in a better way. The need for training and development is described below:
- ✖ **To manage workforce properly:** As the knowledge and skills identified such as communication, problem solving and management skills. It required the training to boost these skills by giving opportunity to interact with workers and understand their attitude, behaviour and work performance. So that, training would enhance the practical implementation of strategies as the manger will look to all areas which might impact on the workforce. The knowledge required about technical software, plans and strategies which will help in keeping a proper structure, lines of communication and coordination among teams, leaders and managers.

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- ✘ **To Recruit staff and select best employees:** HR manager are also liable to get trainings to effectively recruit and hire the best employees. It is vital for the company to fill the vacant position with the highly talented workforce. So that efficiency of organisation is in the hands of HR manager of Unilever to find and select employees as per the suitability in the company department. This require knowledge of recruitment procedure, how to conduct interviews and implement overall selection procedure which require training to gain insight about all the recruitment strategy.
- ✘ **To provide career growth through perks and benefits:** it is the most crucial task which the HR manager of Unilever has to perform. It is a path towards motivation which makes employees indulge in the workplace activities. HR manager of Unilever require training and knowledge to gain information about technical software which easily work to check each individual performance. As they need to supervise all the workplace activities to provide benefits to the highest achiever of the company. It will keep the employees motivated and stick to their goals.
- ✘ All these elements and work practices require an effective need for training and development in the Unilever. The more managers will be a part of training the more they would identify various ways and elements that may impact on employees. It will give insights about business environment, company function and its resources to take appropriate decisions.

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- ✖ **Employee satisfaction:** The Unilever will have the potential benefit of making employee satisfaction which is the major requirement in this competitive world. Employees have many options and various business to move in there. So, keeping employees satisfied will result in retaining them for longer duration. As an HR manager for Unilever, I will be effective in good communication, leadership and problem solving. These skills will helps me to make relations and coordinate with staff.
- ✖ **Training and development:** To be on the position of HR manager, Unilever will gain benefit of providing best trainings as I have good presentation and technical skills which helps me using technology in the best way. Therefore, the company will have benefits to provide training in the workplace and I could be a role model for others that will inspire others.
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Thank You
