

Developing Relationships and Workplace Achievement

Name: Raul-Marian Obreja

Student number: 1816173

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Lecturer: Dr. Mushfiqur Rahman

Introduction

Analysis of knowledge, skills and behavior necessary for HR

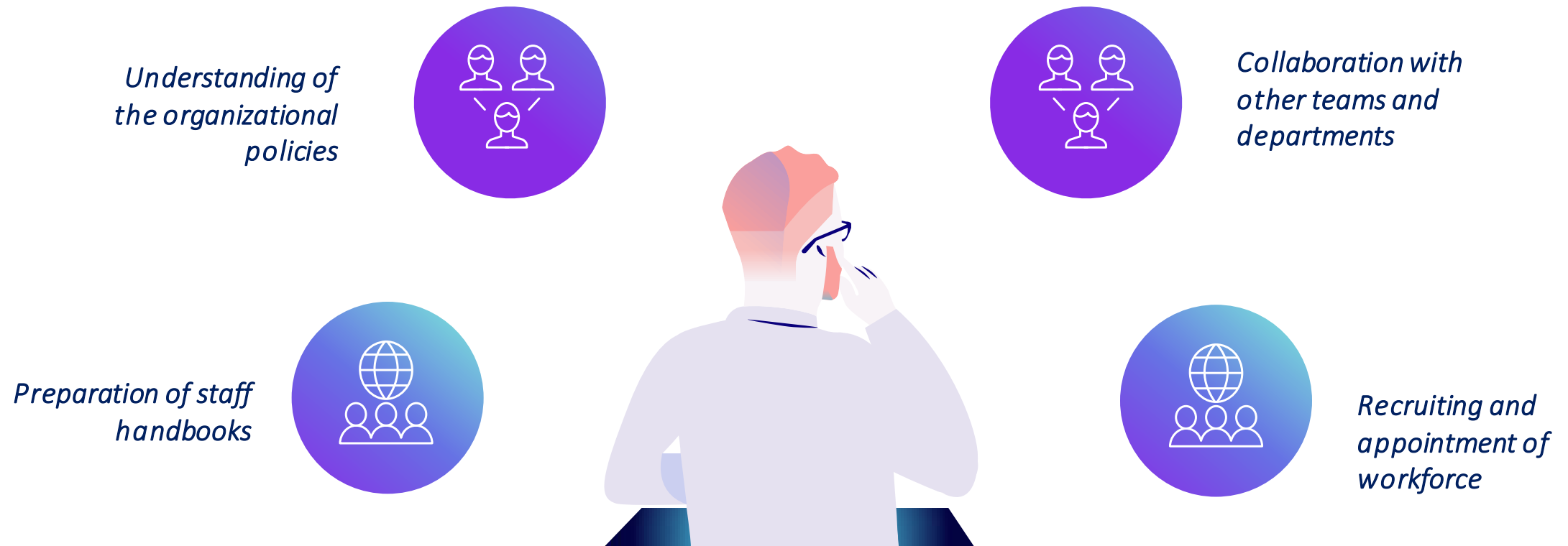
Company chosen: Tesco PLC

Personal skills audit

Benefits of development and training for HR officers



APPROPRIATE KNOWLEDGE, SKILLS AND BEHAVIOURS REQUIRED BY HR PROFESSIONALS



APPROPRIATE KNOWLEDGE, SKILLS AND BEHAVIOURS REQUIRED BY HR PROFESSIONALS (contd.)



APPROPRIATE KNOWLEDGE, SKILLS AND BEHAVIOURS REQUIRED BY HR PROFESSIONALS (contd.)



Personal skills audit for identification of training and developmental needs

	Very good	Good	Adequate	Little or no
Information Technology				
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			

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

Personal skills audit for identification of training and developmental needs (contd.)

	Very good	Good	Adequate	Little or no
Problem solving skills				
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			

Supervisory Management			
How much experience have you had in your role?	☐ < 1 month x	1-3 months	> 3 months
How many people have you managed at any one time?	☐ None	1-5 x	Above 5

Potential benefits to the organisation in terms of developing HR officers

- Improvement of communication skills
- Improvement of knowledge regarding specialist HR software



Potential benefits to the organisation in terms of developing HR officers (contd.)

- Improvement in the strategic management approach
- Important for the development of human capital
- Better selection of wages and other business requirements



Potential benefits to the organisation in terms of developing HR officers (contd.)

- Improvement of hiring process
- Better choice of recruitment of employees
- Improvement of the working of the overall HR panel at Tesco PLC



Conclusion

HR officers also need skills training and development

HR departments are integral to all businesses

Understanding of strengths and skill gaps



Reference List

- Bagga, T. and Srivastava, S., 2014. SHRM: alignment of HR function with business strategy. *Strategic HR Review*, 13(4/5), pp.1-4.
- Guan, Y., Yang, W., Zhou, X., Tian, Z. and Eves, A., 2016. Predicting Chinese human resource managers' strategic competence: Roles of identity, career variety, organizational support and career adaptability. *Journal of Vocational Behavior*, 92, pp.116-124.
- Monks, K., Kelly, G., Conway, E., Flood, P., Truss, K. and Hannon, E., 2013. Understanding how HR systems work: the role of HR philosophy and HR processes. *Human Resource Management Journal*, 23(4), pp.379-395.

Thank You

Slide 1: Title slide**Slide 2: Introduction**

This presentation is a comprehensive take on the KSB, i.e., the knowledge, skills and behaviours as necessary to be practised and nourished by human resource professionals. This presentation has been framed from the perspective of Tesco PLC, which is a well-known large-sized retail organization functioning in the UK. Along with the documentation of the necessary KSB attributes, I shall also be conducting a personal skills audit to analyze my training development needs. I shall be wrapping up this presentation by critically assessing the potential benefits that Tesco PLC shall enjoy if they choose to help me develop as an HR officer through the deployment of appropriate training and development programmes.

Slide 3: Appropriate knowledge, skills and behaviours required by HR professionals

In terms of the knowledge, skills and behaviours as required by HR professionals, it is important that the officers have the necessary capabilities in order to add value to a major organization such as Tesco PLC. For instance, the HR professional is expected to work in close collaboration with the other operational and functional departments while analyzing and understanding how to implement the various organizational policies (Monks *et al.*, 2013; Bagga and Srivastava, 2014). Furthermore, they must also have knowledge regarding how to prepare staff handbooks, and also on employment law since their primary responsibility is to recruit and appoint the workforce.

Slide 4: Appropriate knowledge, skills and behaviours required by HR professionals

(contd.)

Furthermore, HR professionals are also required to have skills related to the enlistment of workplace policies and the maintenance of employee records. They are also in charge of forming profitable relationships with people and institutions that can be of help to Tesco PLC. They are also expected to be skilled at conducting regular reviews of the employees' salaries, while also ensuring that the workplace culture at the company is inclusive in nature.

Slide 5: Appropriate knowledge, skills and behaviours required by HR professionals (contd.)

Finally, HR is expected to behave as the liaison between the organization and the employees. Any grievances that the workers might have the need to be processed by the HR department officers and the necessary action is then accordingly taken. Furthermore, Tesco PLC also requires its HR professionals to plan and deliver the appropriate training procedures, while also being responsible for the rewards, promotions and allocation of the employee benefits packages.

Slide 6: Personal skills audit for identification of training and developmental needs

With respect to the KSB attributes recognized in the previous slides, I shall now be conducting a personal skills audit in order to identify the training and development needs in order to meet the requirements I had listed. As seen here, I am very good at using the various Microsoft Office software packages, such as Word, Excel, and PowerPoint. I have adequate knowledge in terms of using specialist HR software while I am very good at utilizing email and internet technologies.

Slide 7: Personal skills audit for identification of training and developmental needs (contd.)

I also have good knowledge of how to draft employment contracts, write reports, and the collection of support material. As seen from the table here, I am indeed good at the various communication skills that are expected of HR officers, and I am also skilled at providing advice on various HR issues. Additionally, I can also make very good use of verbal reasoning skills, and I am open to exploring more than one solution to a problem by considering the ideas of my colleagues.

Slide 8: Potential benefits to the organization in terms of developing HR officers

With respect to Tesco PLC, I believe that the organization shall benefit immensely if they choose to hire me as an HR officer and seek to help me develop myself through appropriate training and development programmes. As I have pointed out before, I am very good in terms of communication, and thus, allowing me to receive the adequate training shall help me gain the necessary knowledge of specialist HR software, which shall then be useful for my other responsibilities.

Slide 9: Potential benefits to the organization in terms of developing HR officers (contd.)

Furthermore, having access to a development plan shall also be fundamental in helping me develop my strategic management approach, which essentially impacts the human capital at the chosen organization. This shall help me understand and sharpen my approach to finalizing wage, salaries and other aspects of the workforce, which also form an integral part of the Tesco PLC's business concerns.

Slide 10: Potential benefits to the organization in terms of developing HR officers (contd.)

Additionally, Tesco PLC shall benefit from training me as an HR officer by helping me further improve my hiring processes. This will be advantageous to the organization in the long run since I shall be able to make the right choices when recruiting the necessary employees. Thus, together with my verbal reasoning skills, having the best knowledge in terms of recruitment and hiring decisions would be the best possible combination for the HR panel at Tesco PLC.

Slide 11: Conclusion

Helping HR officers develop and sharpen their personal skills, behaviours and knowledge is, therefore, a task that all organizations, including Tesco PLC, should encourage since the HR department forms the backbone of such businesses (Guan *et al.*, 2016). I have also been able to understand and identify my skill gaps and strengths, which I believe shall be useful when I further proceed with my professional career.

Slide 12: Reference List

Bagga, T. and Srivastava, S., 2014. SHRM: alignment of HR function with business strategy. *Strategic HR Review*, 13(4/5), pp.1-4.

Guan, Y., Yang, W., Zhou, X., Tian, Z. and Eves, A., 2016. Predicting Chinese human resource managers' strategic competence: Roles of identity, career variety, organizational support and career adaptability. *Journal of Vocational Behavior*, 92, pp.116-124.

Monks, K., Kelly, G., Conway, E., Flood, P., Truss, K. and Hannon, E., 2013. Understanding how HR systems work: the role of HR philosophy and HR processes. *Human Resource Management Journal*, 23(4), pp.379-395.