

Module: Developing Relationships and Workplace Achievements
presentation
Panache care agency

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Introduction



Panache Care agency



Panache care agency is a care agency providing care staff to the care homes in and around London.

Human Resource management knowledge and skills

Human resources (HR) plays an important role in running a project. Here are some areas of HR knowledge that are required for successful project management:

- **Recruitment and staffing:** Knowledge of recruitment and staffing is crucial for ensuring that the right people are selected for the project team. This involves identifying the required skills and competencies, creating job descriptions, and conducting interviews.
- **Performance management:** Performance management is important for monitoring the performance of project team members, setting goals and objectives, providing feedback, and conducting performance appraisals.
- **Training and development:** It is important to provide training and development opportunities to project team members to help them acquire new skills and knowledge required for the project.

Margerison (2001) Stevens and Campion (1999)



Human Resource management knowledge and skills

- **Compensation and benefits:** Knowledge of compensation and benefits is important for determining appropriate compensation packages for project team members, as well as determining the benefits and incentives that are appropriate for the project team.
- **Legal and ethical issues:** Knowledge of legal and ethical issues related to human resources is important for ensuring that the project team operates within the boundaries of the law and ethical standards.
- **Diversity and inclusion:** Knowledge of diversity and inclusion is important for creating a project team that is inclusive and representative of diverse perspectives and experiences.

Dunphy and Bryant (1996). Margerison (2001)

Human Resource management knowledge and skills



Team building and communication: Knowledge of team building and communication is important for building a cohesive project team that communicates effectively and works well together.



By leveraging these areas of HR knowledge, an HR trainee can ensure that their project team is effectively recruited, managed, trained, and compensated, leading to a successful project outcome.



Dunphy and Bryant (1996). Stevens and Campion (1999)

Human resource behaviours



There are many HR behaviours that can contribute to the success of an organization. Here are some key HR behaviours:



Effective communication: HR professionals must be effective communicators, as they need to communicate with employees, management, and external stakeholders. They must be able to listen actively, ask questions, and convey information clearly and concisely.



Empathy and understanding: HR professionals need to be empathetic and understanding, as they often deal with employee concerns, conflicts, and other sensitive issues. They should be able to listen with an open mind and provide support and guidance to employees.



Ethics and integrity: HR professionals must demonstrate ethics and integrity in their work, as they are responsible for ensuring compliance with laws and regulations, as well as upholding the organization's values and culture.



Armstrong and Taylor (2006) Doherty (1998).

Human resource behaviours



Adaptability and flexibility:

HR professionals must be adaptable and flexible, as they need to be able to respond to changing circumstances, such as changes in laws and regulations, shifting business needs, and changes in the workforce.



By demonstrating these HR behaviours, HR professionals can effectively support the organization's success by attracting, retaining, and developing talent, ensuring compliance with laws and regulations, and creating a positive and productive work environment.



Collaboration and teamwork: HR professionals must be able to collaborate effectively with other departments and stakeholders, as HR impacts all aspects of an organization. They should be able to work effectively in a team environment, build relationships, and influence decision-making.



Armstrong and Taylor (2006)
Doherty (1998).



Strategic thinking: HR professionals should be strategic thinkers, as they need to align HR policies and practices with the organization's goals and objectives. They should be able to analyse data, identify trends, and make recommendations that support the organization's strategic direction.

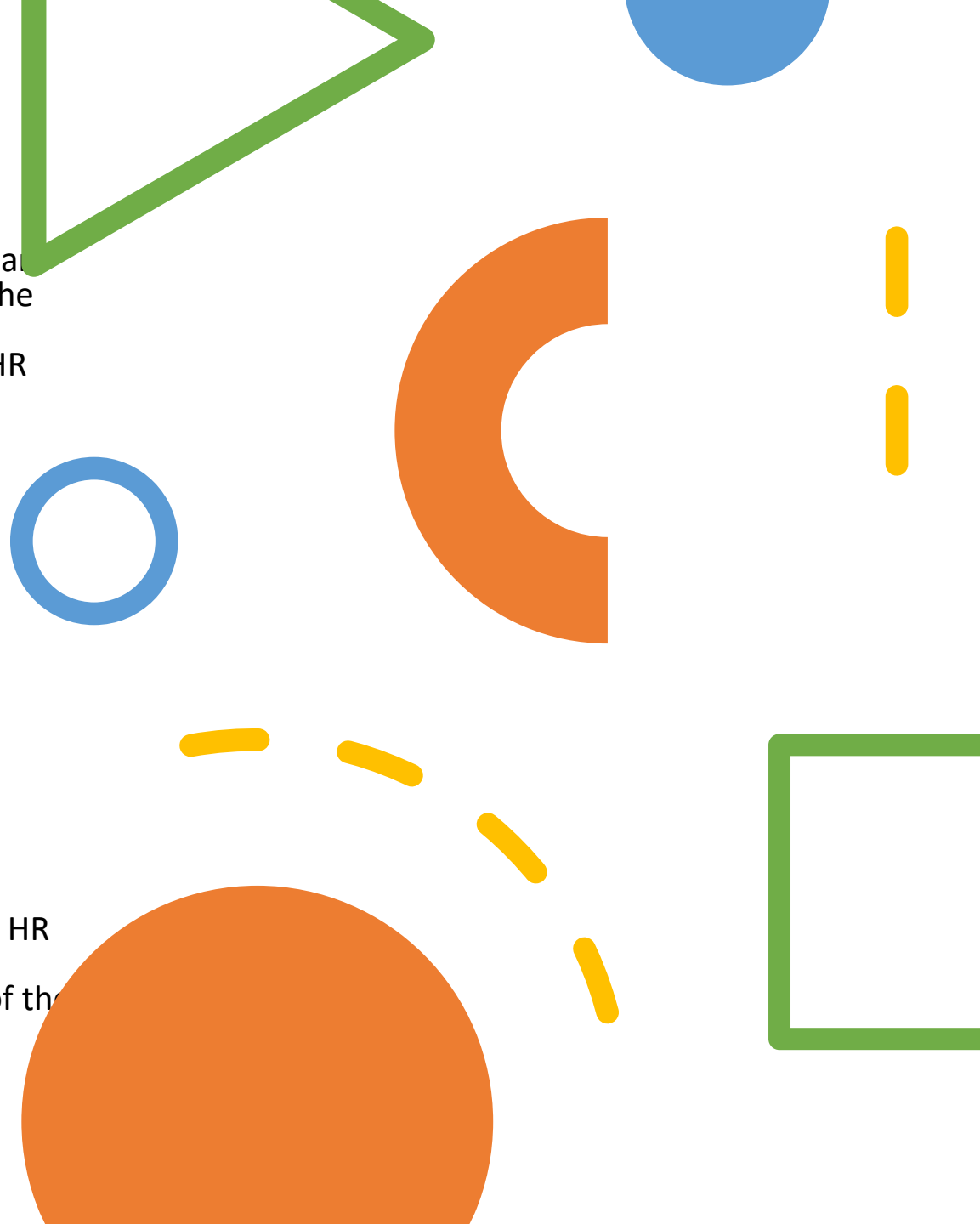
Human resources skills audit

HR skill audits are a process of evaluating the skills and competencies of an organization's HR staff. The purpose of a skill audit is to identify gaps in the knowledge, skills, and abilities of HR staff, and to develop strategies to address those gaps. Here are some key steps involved in conducting an HR skill audit:

- **Define the scope:**
- **Identify the skills required**
- **Evaluate current skills:**
- **Identify skill gaps**
- **Develop a training plan.**
- **Monitor progress**

By conducting regular HR skill audits, organizations can ensure that their HR staff possess the necessary skills and competencies to support the organization's goals and objectives, and to address the changing needs of the workforce

Manning and McPherson (1985), McGuire et al (2022).



HR SWOT analysis

HR SWOT analysis is a tool used to identify the strengths, weaknesses, opportunities, and threats of an organization's human resources function. Here is how I would conduct an HR SWOT analysis: **Identify strengths, Identify weaknesses, Identify opportunities, Identify threats:**

After completing the analysis, I use the information to develop strategies to build on the HR strengths, address the weaknesses, capitalize on the opportunities, and mitigate the threats. This would include developing a new training and development program, enhancing recruitment efforts, or creating new employee benefits to address employee needs and retention.

By conducting regular HR SWOT analyses, organizations can ensure that their HR function is well-positioned to support the organization's goals and objectives, and to address the challenges and opportunities of a constantly evolving workforce.

Chermack and Kasshanna, (2007), GURL, (2017), Suksup, etal (2020)





Training and development

Training and development programs can provide a range of benefits to both the employees and the organization. Here are some of the key benefits of training and development:

- **Improved performance**
- **Increased job satisfaction**
- **Improved employee morale**
- **Increased innovation and creativity**
- **Reduced costs**
- **Increased job satisfaction**

Chermack and Kasshanna, (2007), GURL, (2017), Suksup, etal (2020)

Training and development benefits



**ENHANCED EMPLOYEE
RETENTION:**



**IMPROVED EMPLOYEE
MORALE:.**



**INCREASED
INNOVATION AND
CREATIVITY:**



REDUCED COSTS:



**IMPROVED CUSTOMER
SATISFACTION**



TANNENBAUM, AND
YUKL, (1992). LATHAM
(1988), KRAIGER (2003).



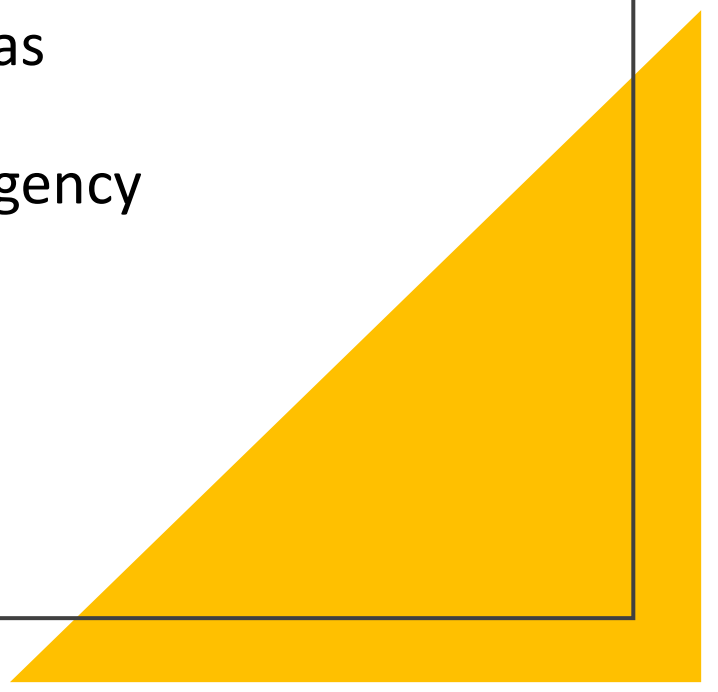
Training and development

Overall, training and development programs can contribute to a positive work environment, improved employee performance, and increased organizational effectiveness. By investing in their employees' development, organizations can reap the benefits of a well-trained and engaged workforce.

Tannenbaum and Yukl (1992), Latham (1988), Kraiger (2003).

conclusion

In conclusion, Panache care agency does require HR staff to possess the right HR knowledge and skills, HR behaviours as well as be able to conduct a skills audit from time to time. Conducting the HR SWOT analysis enables Panache care agency HR staff to identify the required training needs and thus address the concerns to achieve the company objectives.

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ANY QUESTIONS?



THANK YOU

References

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Appendices

