

DEVELOPING RELATIONSHIPS AND WORKPLACE ACHIEVEMENT

Training and Development Needs for an HR Officer

LECTURER:

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STUDENT:

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**Metro Bank first
opened in the
summer of 2010 in
UK**

**By Anthony
Thomson**

76 Locations

(Fawthrop, 2019)

The logo consists of the letters 'H' and 'R' in a bold, black, sans-serif font, each contained within a small white square. These two squares are placed side-by-side, with a thin vertical line separating them. The entire logo is centered within a dark green circular background.

Knowledge

The logo consists of the letters 'H' and 'R' in a bold, black, sans-serif font, each contained within a small white square. These two squares are placed side-by-side, with a thin vertical line separating them. The entire logo is centered within a dark green circular background.

Skills

The logo consists of the letters 'H' and 'R' in a bold, black, sans-serif font, each contained within a small white square. These two squares are placed side-by-side, with a thin vertical line separating them. The entire logo is centered within a dark green circular background.

Behaviours

Knowledge:



Performance
Management



Compensation
& Benefits



HR Information
System



Recruitment &
Selection



Training &
Development

(Vulpen, 2019)

Skills:

Communication

Teamwork

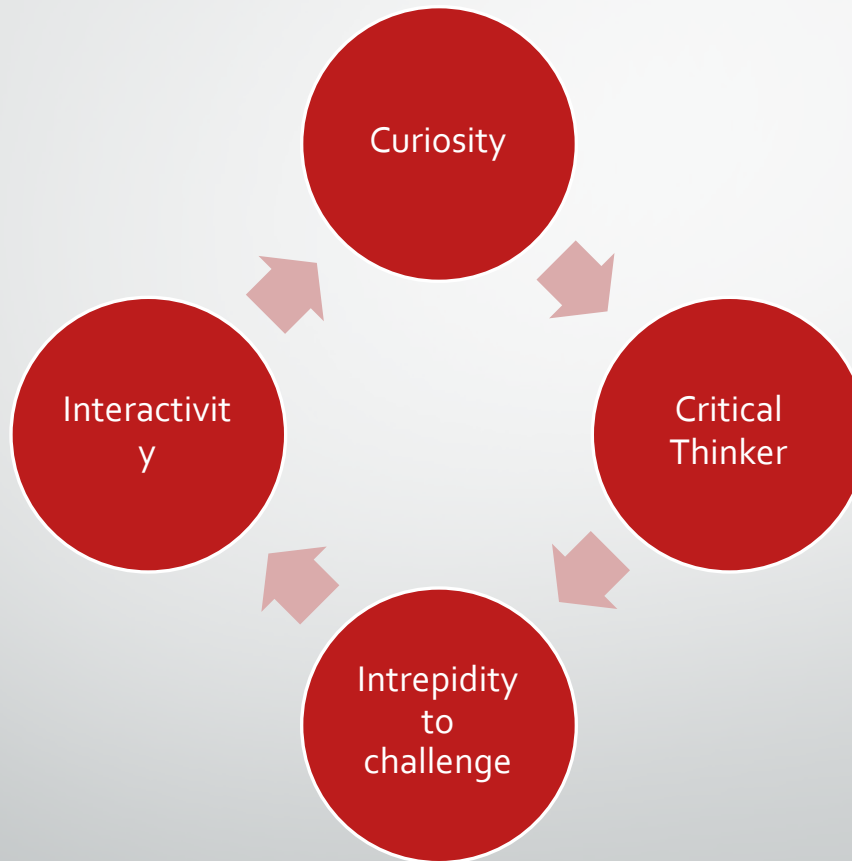
Data
Analytics

Cultural
Awareness

Proactivity

(Indeed, 2022)

Behaviours:



(Richson, 2021)

SWOT ANALYSIS

STRENGTHS

- IT Skills
- Communication Skills
- Problem Solving Skills
- Supervisory Management

WEAKNESSES

- Specialist HR Software
- Drafting Material for Presentations
- Limited Experience in Drafting Contracts of Employment
- Limited Experience in Advising on HR Issues

OPPORTUNITIES

- HR Software Training
- Presentation Skills Development
- Contract Drafting Training
- Professional Development in HR

THREATS

- Limited Supervisory Experience
- Technological Advancements
- Increased Workload

Benefits Of Training and Development for the Organisation

- Enhanced Employee Performance
- Addressing Skills Gap
- Succession Planning and Career Advancement
- Improve Innovation and Adaptability

(Toppr,2018)

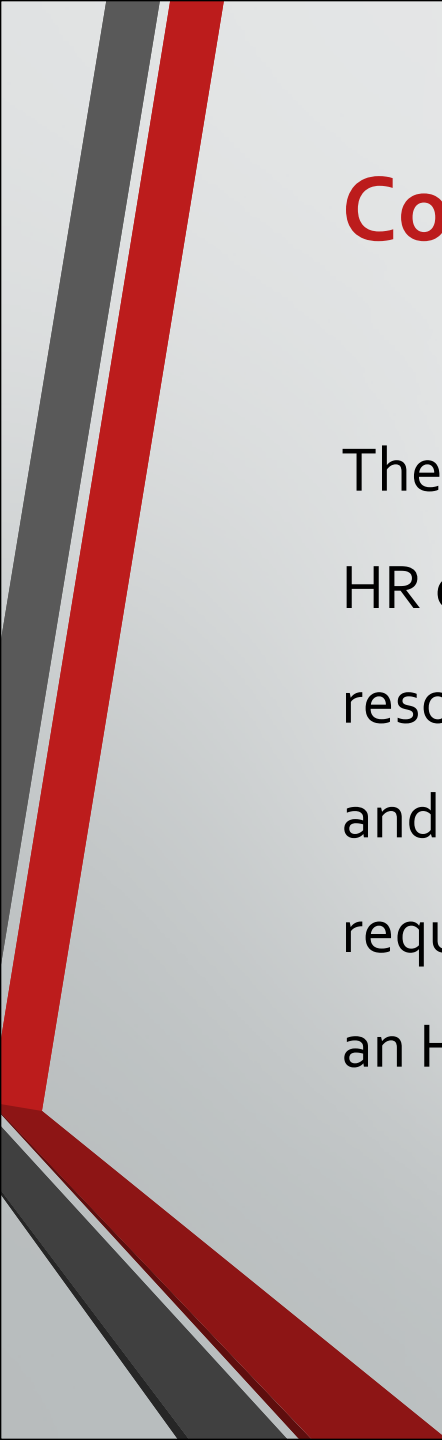


Benefits Of Training and Development for the Employee

- Improved Knowledge and Skills
- Career Advancement Opportunities
- Increased Job Satisfaction
- Boosted Confidence and Motivation

(GetSmarter,2021)





Conclusion

The Knowledge Skills Behaviours (KSB) of an HR officer are crucial for efficient human resource management within an organisation and as an employee. Identifying areas that require extra training is essential for improving an HR officer's performance and HR functions.

References

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GetSmarter (2021). *Employee Training and Development: The Benefits and Why it's Important*. Available at: <https://www.getsmarter.com/blog/employee-development/employee-training-and-development-the-benefits-and-why-its-important/> (Accessed: 13th July 2023)

Indeed (2022). *What does a human resources officer do?* Available at: <https://uk.indeed.com/career-advice/finding-a-job/what-does-human-resources-officer-do> (Accessed: 9th July 2023)

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Appendix 1

STRENGTHS

- **IT Skills**
- **Communication Skills**
- **Problem Solving Skills**
- **Supervisory Management**

WEAKNESSESS

- **Specialist HR Software**
- **Drafting Material for Presentations**
- **Limited Experience in Drafting Contracts of Employment**
- **Limited Experience in Advising on HR Issues**

OPPORTUNITIES

- **HR Software Training**
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- **Professional Development in HR**

THREATS

- **Limited Supervisory Experience**
- **Technological Advancements**
- **Increased Workload**

Personal Skills Audit

Name Artiola Stana

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
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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
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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
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Problem solving skills

Make good use of verbal reasoning skills, able to handle complex data and make selective use of information		✓		
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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

Artiola Stana

Date

16.07.2023



Thank you!