

Developing Relationships and Workplace Achievement (BMSW5102_LON)

Student: **Mantas Stonys**

Student id: **2029520**

Module code: **BMSW5102_LON**

Lecturer: **Charles Nwaogwugwu**

Assingment Title: **Training and Development needs for a HR officer**



Background

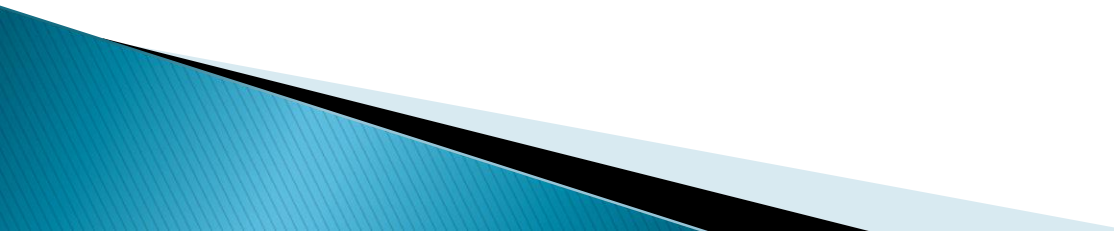
- Founded in 1919 , first products sold from single stall
- Over 2800 stores in United Kingdom
- Expanded to Europe and Asia
- Multinational retailer
- Hierarchical structure of operations



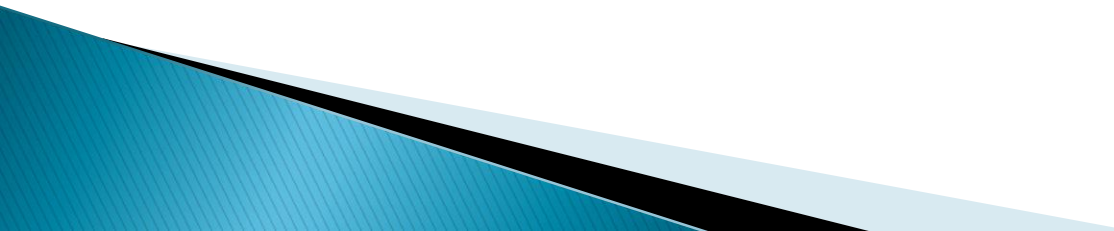
The people team

- Customer based business
- Variety of colleagues
- Multicultural

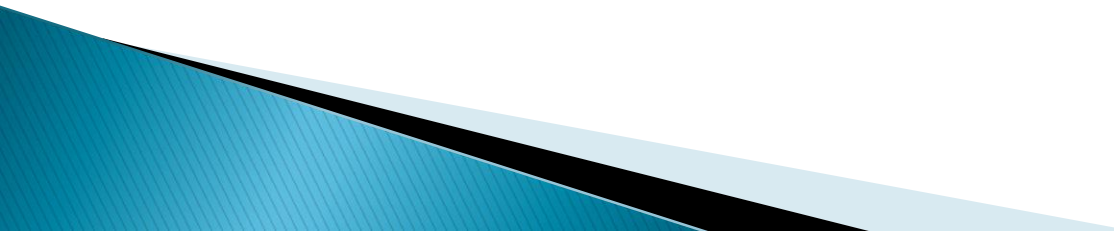
Knowledge

- ▶ Policies and procedures
 - ▶ Customer and Personal Service
 - ▶ Administration and Management
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Skills

- ▶ Active Listening
 - ▶ Monitoring
 - ▶ Instructing
 - ▶ Service Orientation
 - ▶ People skills
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Behaviour

- ▶ Person who understand and cares
 - ▶ Collaborative
 - ▶ Team player
 - ▶ Future orientated
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SWOT analysis

Strengths	Weaknesses	Opportunities	Threats
Communication	Lack of experience	Future training	Fast changing policies
Patience	Workaholic	Current studies	Potential to over work myself
Integrity	Taking too much workload	Current training	Failing in large briefings
Leadership	Overthinking	Mentor	Technology
Social responsibility	Crowd speaking	Opportunity to learn corporate and business ethics	Competition from other candidates

Personal Skills Audit

Name Mantas Stonys

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
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 experience
Communication Skills				
Drafting contracts of employment				X
Taking notes of disciplinary hearings	X			
Write reports		X		
Produce material to support presentations		X		
Delivering a training session		X		
Resolving disputes/complaints		X		
Interviewing			X	
Advising on HR issues				X

	Very good	Good	Adequate	Little or no experience
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		

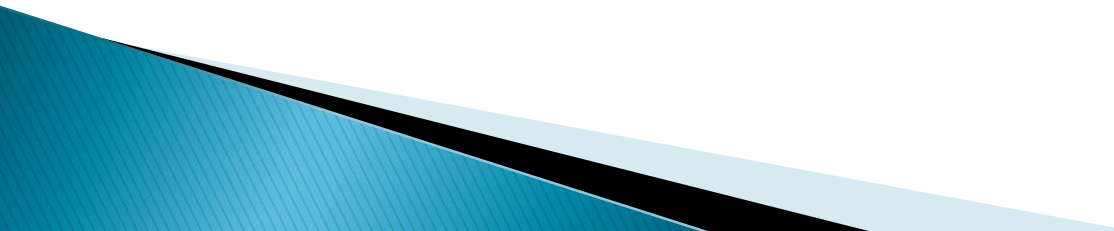
Supervisory Management			
How much experience have you had in your role?	< 1 month —	1-3 months	> 3 months <u> </u>
How many people have you managed at any one time?	None —	1-5	Above 5 <u> </u>

I declare that the information given in this form is true	
Signed	
Date	19.03.2023

Future training

Task to achieve	How to achieve	Time frame	Evaluation
Learn policies and regulations	Learning on the job	On going	Daily encounter with colleagues
Public speaking	Training course	3 months	Monthly briefings
Writing a job description	Mentor	4 weeks	Posting job advert
Complete interview	Practise at home	2 weeks	Complete recruitment of colleague
Learning employment laws	Online reading/training	1 month	Conducted by supervisor /higher grade manager

Conclusion

- ▶ Hard working and quick learner
 - ▶ Ready to develop myself
 - ▶ Have some previous similar experience
 - ▶ Always looking for feedback
 - ▶ Will learn and train during off work hours
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References

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