

# **UNIVERSITY OF WALES TRINITY SAINT DAVID**

## **TRAINING AND DEVELOPMENT NEEDS FOR A HR OFFICER**

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Module code: BMSW 5102-A1

Module name: Developing Relationships and Workplace Achievements



# OVERVIEW

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# MARKS & SPENCER BACKGROUND

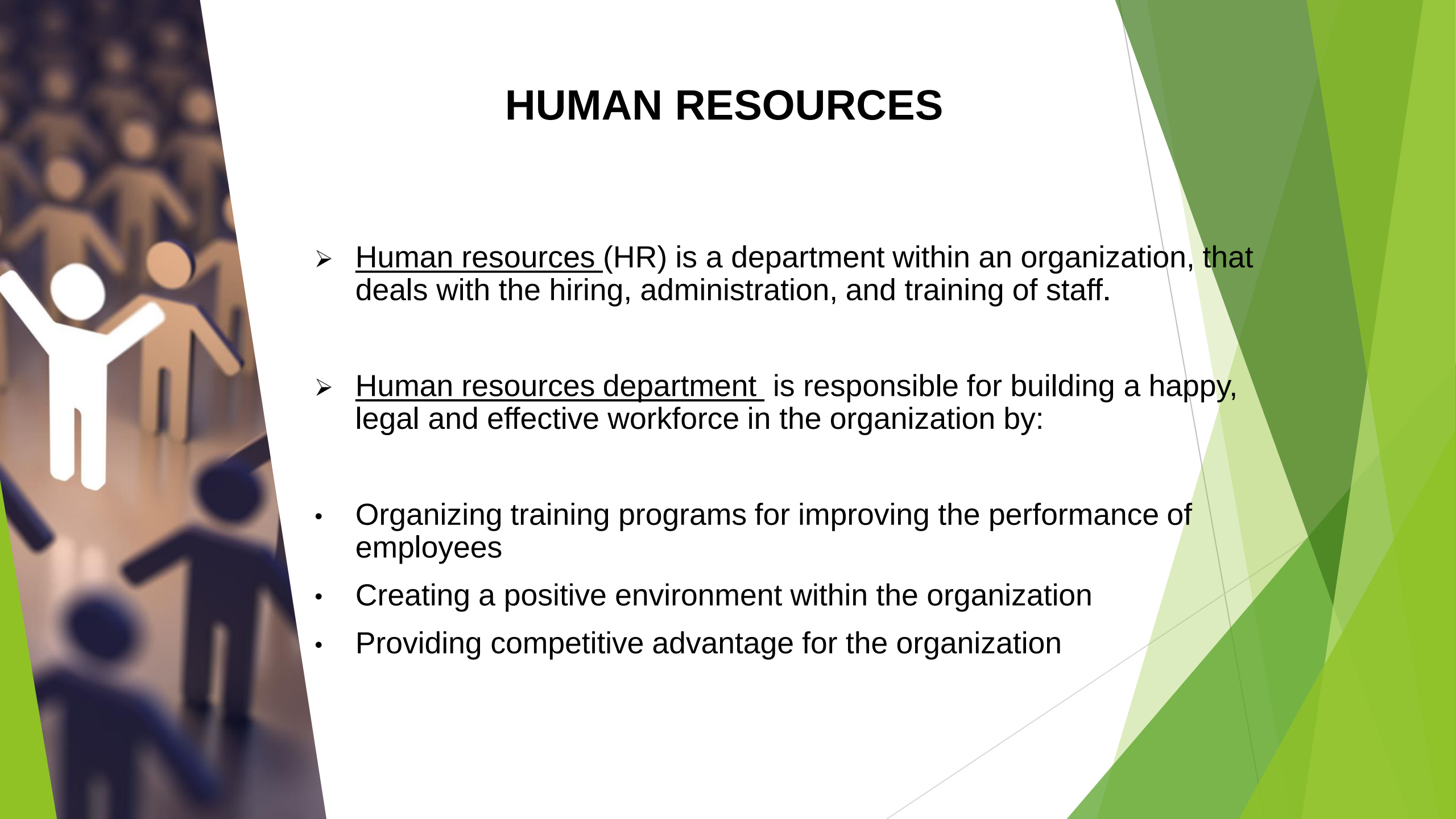
Started in 1884 from Michael Marks as a stall in a market in Leeds, known as Marks' Penny Bazaar.

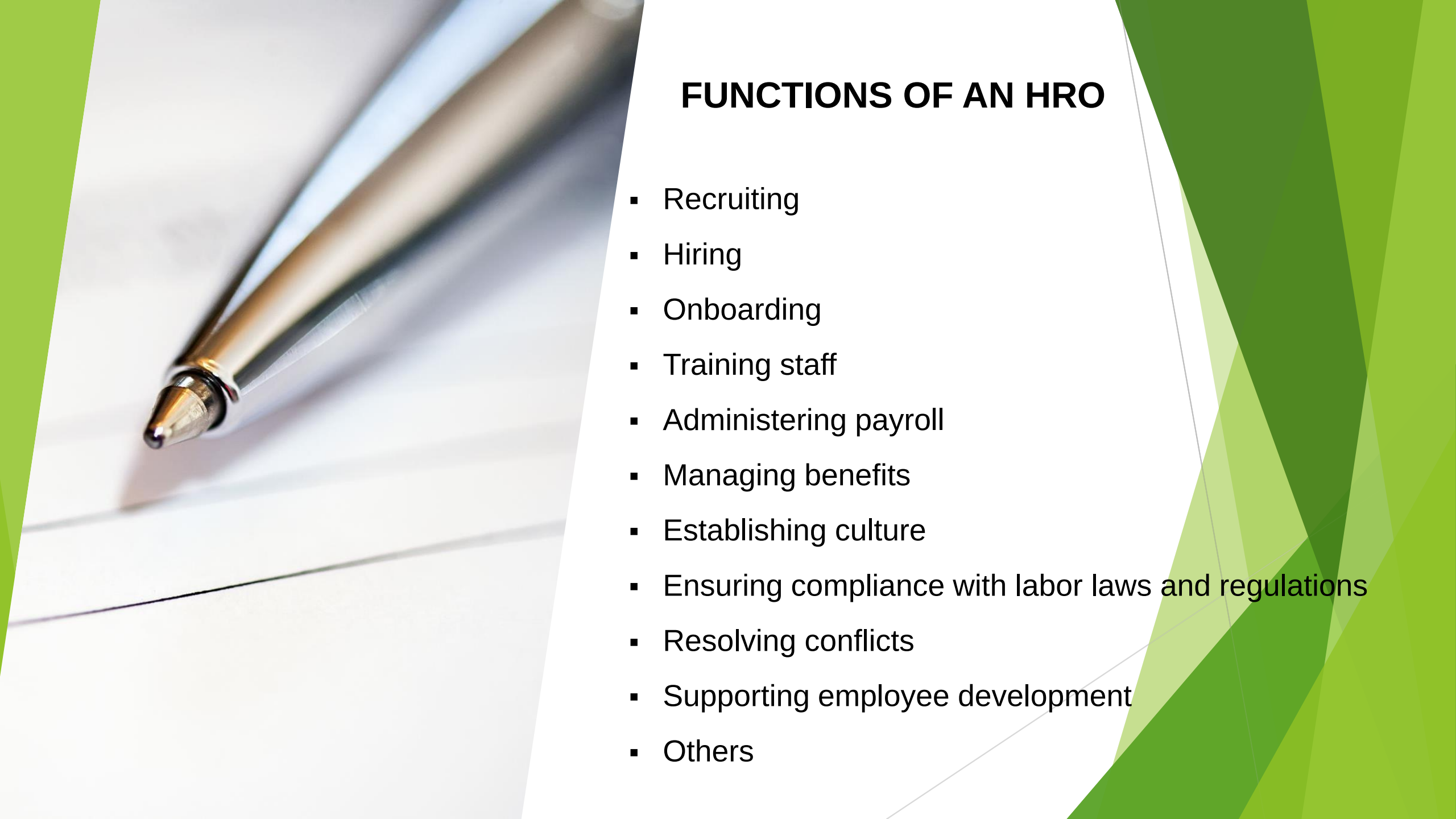
Partnership with Thomas Spencer in 1894. Established as Marks and Spencer

1,035 stores across UK (2022)  
452 International stores (2022)  
Approximately 66,000 employees

The logo for Marks & Spencer, featuring the brand name in a dark green, serif typeface. The words "MARKS &" are on the top line and "SPENCER" is on the bottom line, both in all caps.

# HUMAN RESOURCES

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- Human resources (HR) is a department within an organization, that deals with the hiring, administration, and training of staff.
  - Human resources department is responsible for building a happy, legal and effective workforce in the organization by:
    - Organizing training programs for improving the performance of employees
    - Creating a positive environment within the organization
    - Providing competitive advantage for the organization



## **FUNCTIONS OF AN HRO**

- Recruiting
- Hiring
- Onboarding
- Training staff
- Administering payroll
- Managing benefits
- Establishing culture
- Ensuring compliance with labor laws and regulations
- Resolving conflicts
- Supporting employee development
- Others

# TYPES OF HUMAN RESOURCES ROLES

Senior HR Manager  
HR Executive  
Payroll Manager  
HR Assistant  
Recruitment Manager  
HR Advisor  
HR Recruiter  
HR Specialist  
HR Administrator  
Others



# WORKING AS AN HRO

## Skills

- Communication skills
- Administrative skills
- Technical skills
- Interpersonal skills
- Critical thinking
- Team building skills
- Emotional intelligence
- Confidentiality
- Active listening
- Event organizing

## Knowledge

- Psychology
- Business management
- Marketing
- Finance
- Economics

## Behaviour

- Curious
- Decisive thinker
- Skilled influencer
- Role model
- Collaborative
- Provocative

# Personal SWOT Analysis



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## STRENGTHS

- Communication skills
- Leadership skills
- Time management
- Critical thinking
- Interpersonal skills
- Confidentiality
- Organisation skills

## WEAKNESSES

- Lack of experience to build and/or maintain the strategy of the organization
- Lack of knowledge in some aspects of the management of the organization, such as marketing and finance
- Technical skills

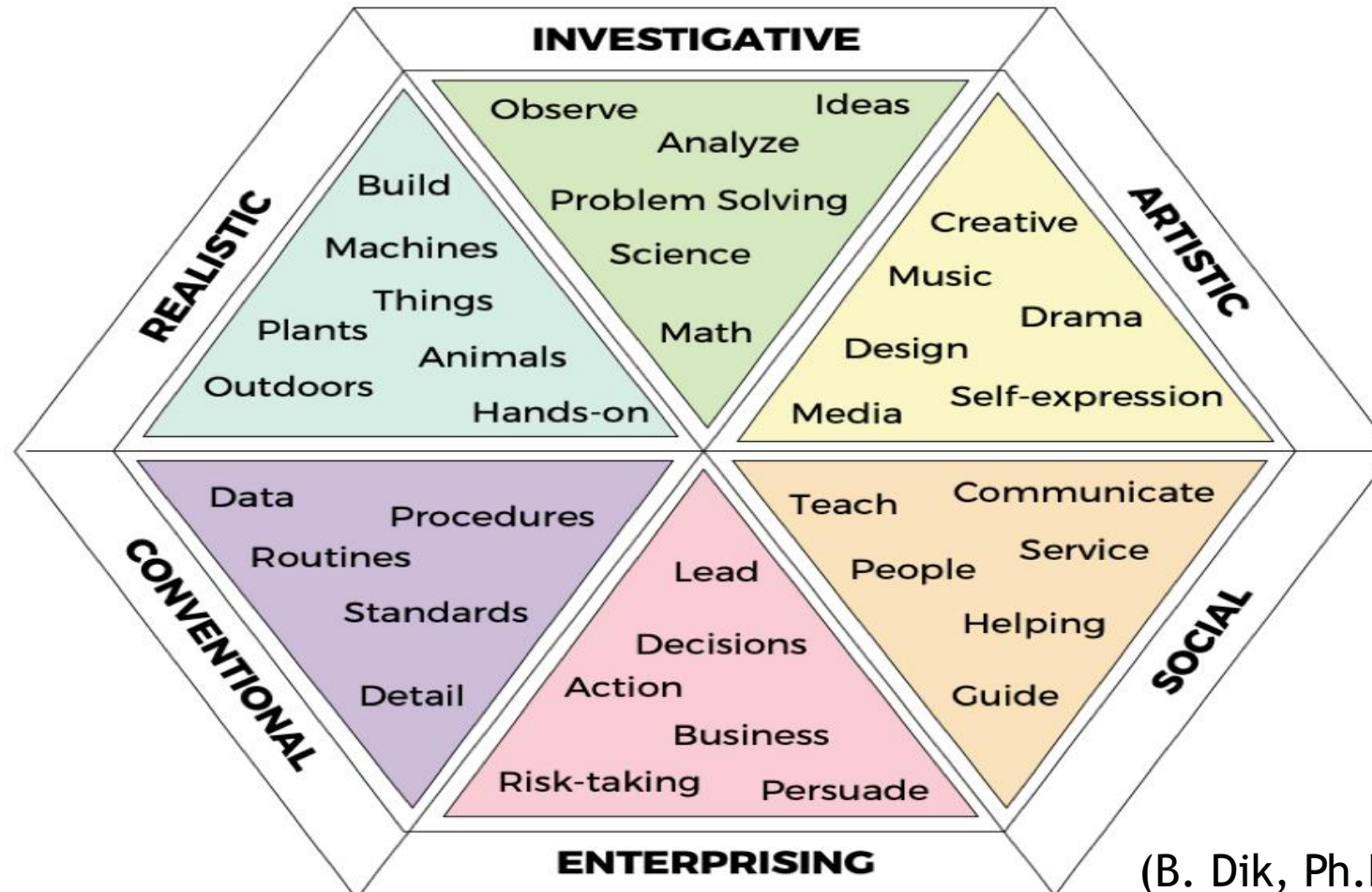
## OPPORTUNITIES

- To make good experience in different work style and management practices
- To improve and develop my professional and personal skills for better performance and successful career development

## THREATS

- High competition
- Increasing of the cost of living
- Economic in UK and exchange rate

# HOLLAND'S THEORY



(B. Dik, Ph.D., 2019)

# TRAINING AND DEVELOPMENT

HR training and development is a process that is looking for:

- improving the performance of the employees
- improving the productivity of the organization

To create a good training process, the HRO needs:

- To understand the organization's goals
- To conduct employee surveys
- To choose the appropriate methods
- To prepare supervisors
- To monitor the results



# BENEFITS

- Increasing employee's retention
- Improving employee's performance
- Increasing company's productivity
- Improving company's culture
- Improving Task Management
- Targeting Required Skills
- Encouraging Continuous Improvement
- Enhancing Employee Engagement



# CONCLUSION

Training and development is a process that looks forward to optimize the performance of every employee, including an HRO. Active participation in this process increase opportunities for more effectiveness and great career development.

Training and development programs are essential for the success of any business.



**THANK  
YOU!**

YOUR M&S

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