

Developing Relationships and Workplace Achievements BMSW 5102

Training and Development needs for a HR officer NHS

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The company : NHS

- The NHS stands for the National Health Service. It refers to the Government-funded medical and health care services that everyone living in the UK can use without being asked to pay the full cost of the service.

**Technology
to perform
transplants**

**CT scans to
see inside
the body**

**A website
to provide
health advice**

**Robotic arm
for heart
operations**

**Vaccinations
to prevent
diseases**

Identify knowledge, skills, and behaviour (KSB) required by HR Professionals with the NHS

The NHS Knowledge and Skills Framework (NHS KSF) aims to:

- Promotes the development of services
- Supports the effective learning and development of individuals and teams – and the resources needed to do so must be provided
- supporting the development of employees in the employment position so that they can be effective in their work
- promoting staff equality and diversity



Identify knowledge, skills, and behaviour (KSB) required by HR Professionals with the NHS



What does NHS KSF focus on?

- NHS KSF is about the application of knowledge and skills – not the specific knowledge and skills that individuals should have.
- NHS KSF focuses on how people need to apply their knowledge and skills to meet the demands of working within the NHS.
- The NHS KSF is a broad general framework that focuses on the application of knowledge and skills – it does not describe the specific knowledge and skills that people need to develop



Identify knowledge, skills, and behavior (KSB) required by HR Professionals with the NHS

➤ How is the NHS HR structured?

- Communication
- Equity and diversity
- Personal and People Development
- Service Improvement
- Health, Safety and Security
- Quality

Identify knowledge, skills, and behavior (KSB) required by HR Professionals with the NHS

➤ NHS Human Resources (HR)



Prioritising the **health** and **wellbeing** of all **our people**



Creating a **great employee experience**



Ensuring **inclusion** and **belonging** for all



Supporting and **developing** the **people profession**



Harnessing the **talents** of all our **people**



Leading **improvement, change** and **innovation**



Embedding **digitally** enabled **solutions**



Enabling new ways of **working** and **planning** for the **future**

SWOT Analysis and skills audit

➤ My personal SWOT analysis:

STRENGTHS • Great oral communication • Enthusiasm • Ability to pick up new skills easily • Ability to work well in a team • Effective leadership skills • Great attention to detail • Pride in a job done well • Strong interview skills	WEAKNESSES • Difficulty following rather than leading • Cannot focus well on independent work • Ineffective written communication skills • Poor time-management skills
OPPORTUNITIES • A manager in a related department is retiring soon • Workplace offers resources to improve communication and time management skills • May receive a pay raise in the next quarter	THREATS • A colleague may also be interested in the management position that will soon be available • The next performance review may not go well if time-management skills do not improve • The position may involve a great deal of independent work

Personal skills audit

- A skills audit is a systematic assessment of a student's research skills and knowledge. An audit should provide evidence of existing or developing competence. It is closely associated with needs analysis: identifying any needs for training or personal development.

My Personal skills audit:

- Information technology: Very good
- Communication skills: Good
- Problem Solving: Good



Identify and critically assess the benefits of training and development

- Training and development programs have many benefits.
- They improve employee performance,
- increase employee productivity,
- reduce turnover and
- improve company culture.



Conclusion

According to the CIPD professional map, HR professional should continuously review their competencies to achieve higher performance, therefore, companies should promote in-house training and off-the-job training and review staff performance to identify the right training for their employees.

The companies that up skill are the ones that will retain their employees and win the talent war. Therefore, it is a demonstrable benefit for employers if their subordinates do not experience the morning walk-in as an obligatory chore, but instead find joy, perspective, and self-realization in the office. Preserving existing values is in many ways inseparable from acquiring new ones.

References

- Henderson, R. B. (2005). The role of computer and internet access in business students' acceptance of e-learning technology
- <https://doi.org/10.19173/irrodl.v13i3.1120>
- <https://www.nhsemployers.org/system/files/2021-07/The-NHS-Knowledge-and-Skills-Framework.pdf>
- <https://www.england.nhs.uk/wp-content/uploads/2013/11/nqb-hum-fact-concord.pdf>
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Personal Skills Audit**Name:** Laszlo Peter Molnar**Job role:** Human Resource Officer

	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			
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		
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 month	< 3 month	
How many people have you managed at any one time?	None	1-5 X	Above 5	
I declare that the information given in this form is true				
Signed	Laszlo Peter Molnar			
Date	10/03/2023			