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TRAINING AND DEVELOPMENT NEEDS FOR AN HR OFFICER

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Felipe Alvares Ribeiro (2120442)
Developing Relationships and Workplace Achievement
(BMSW 5102-A1)
University of Wales Trinity Saint David – London
Lecturer: Charles Nwaogwugwu

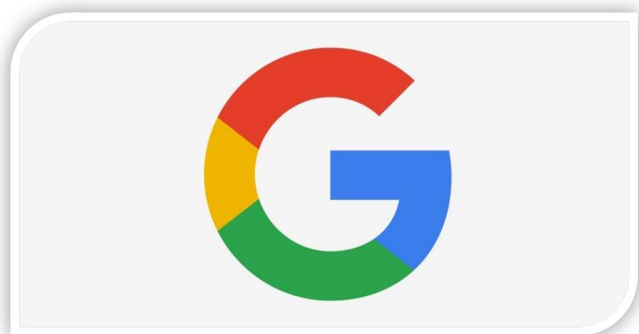
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Background of organization

Search engine company that receives over 70% of searches. (Hall and Hosch, 2023)

The company has since expanded and offer many other products. (Hall and Hosch, 2023)

Over 190,000 employees worldwide. (Stock Analysis, 2023)



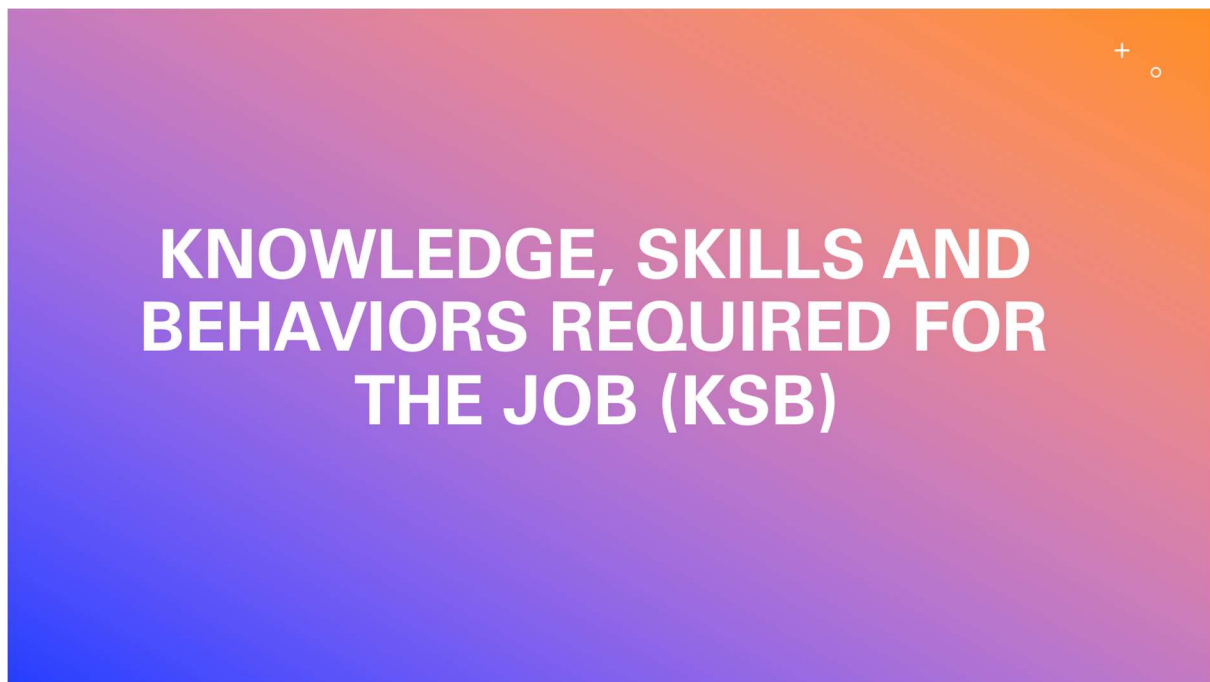
Notes:

Google is the biggest search engine company in the world. Receiving over 70% of all internet searches.

The company now works in a lot of different areas and is responsible for many other products, like the mobile operating system android, google pixel phones, YouTube, google drive, Gmail and many others.

The company has over 190,000 employees around the world and has a strong HR team responsible to matters regarding those employees.

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Knowledge



(Image taken from PowerPoint stock images)

- Employment Law. (Indeed, n.d.)
- Health and safety. (Mustafa, n.d.)
- Performance Management.
- Business Management.
- Technology. (National Careers, n.d.)
- Strategy Creation

Notes:

Knowledge required by HR Manager:

Employment law – It is important for HR to be knowledgeable about Employment Law, it is a crucial knowledge to support employees, also, it can help in avoiding legal problems for the company.

Health and safety – It is important to know about health and safety procedures so that you can always ensure staff safety.

Performance Management – The HR department needs to have knowledge of how to verify the performance of the staff.

Business management – An HR officer needs to have knowledge of how the business operates, and how to ensure that people are making it more productive and profitable.

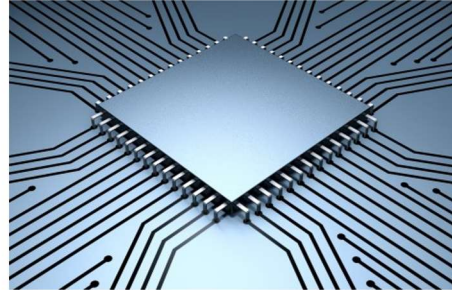
Technology – It is important for HR to understand and be able to use a range of technologies like software and databases for analyzing and storing data.

Strategy Creation – HR needs to be constantly developing new strategies to solve company problems according to the changes in the business environment.

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Skills

- Communication
- Time management
- Recruitment and Selection
- Active listening
- Empathy
- Teamwork
- Integrity
- (Vulpen, 2023)



Notes:

Skills for HR officer

Communication – Being able to communicate clearly and effectively with staff and employers, as well as with external stakeholders.

Time management – Organizing processes and using time effectively to increase productivity and achievement.

Recruitment and selection – Being able to recruit and hire the best candidates for a certain position.

Active Listening – Listening to what people have to say instead of only talking to them.

Empathy – Treating people with respect and understanding their feelings and emotions.

Teamwork – Being able to work in a team with multiple people and contribute to it.

Integrity – Being trustworthy.

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Behaviors



- Collaborative
- Strive for results.
- Credible
- Decisive thinker
- Driven
- Open Minded and Curious (TargetJobs, 2023)

Notes:

Behaviors for HR officer

Collaborative – Likes to contribute to the team.

Strive for results – Always looking forward to getting the best outcomes.

Credible – Consistently delivering good work.

Decisive thinker – being able to critically think and make key decisions.

Driven – Proactive people that motivate themselves.

Open Minded and Curious – Researching about new techniques and trends and applying new knowledge to improve their work.

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What could be improved?

Knowledge

- Employment Law
- Health and Safety

Skills

- Time management.
- Recruitment and selection.
- Communication

Behaviour

- I believe that my behaviour is adequate.

(Please refer to Appendix A and B for SWOT and Personal Skills audit)

Notes:

After doing the SWOT analysis and the Personal skills audit that are included in the Appendix, I concluded that the key elements that I need to improve are:

Employment Law.

Health and Safety.

Communication.

Time management.

Recruitment and selection.

I believe that my behavior has been satisfactory throughout my journey at google.

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The importance of training

- Career development.
- Engagement of staff.
- Skill Building.
- Attracts valuable candidates to the company.
- Productivity boost.



Notes:

Training employees can help them develop in many areas, it directly impacts the company by increasing the productivity and the knowledge of their employees, consequently improving profitability.

- It can improve the chances of career development of employees, helping them stay in the company and fulfill more advanced roles in the future.
- Keeps staff engaged with the company, by always giving them new tools and constantly keeping them updated with new trends and practices.
- Helps people build new skills that they would take longer to develop by themselves.
- If people know that the company invests in their career and promotes training, more self-driven and knowledge-hungry people will look for this company.
- Can help boost the company's productivity and profitability by acquiring knowledge and key skills.

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What can training bring to the company?



- Employee retention.
- Avoiding accidents.
- Effective recruitment and hiring
- Legal protection
- Conflict resolution.
- Prioritizing tasks and processes, improving productivity.

Notes:

There will be positive consequences for training me as an HR officer, as I will be able to help the company with:

Maintaining staff by developing a better relationship between them and the company.

If more training on health and safety is done, I can help in avoiding accidents, which helps with employee wellbeing and avoids the company losing money.

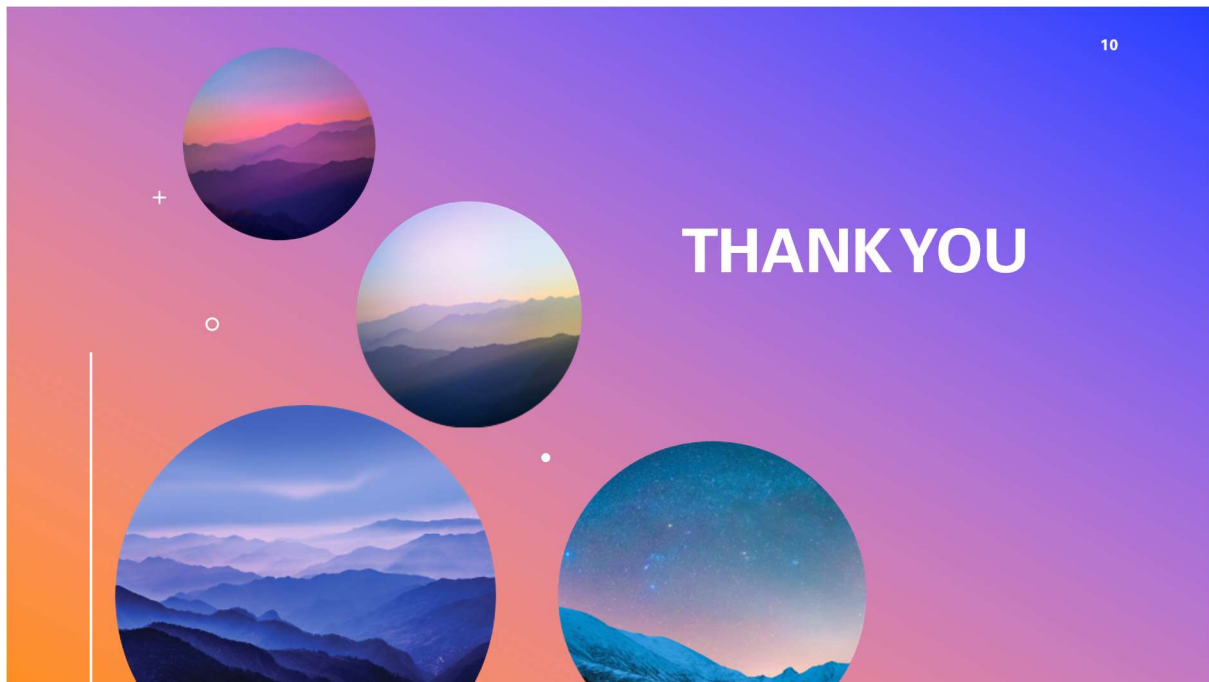
More effective recruitment to choose better employees based on best practices instead of gut instinct.

Understanding employment law would lead for better practices being applied to protect employees and employer likewise.

Improving communication could help in solving daily conflicts throughout the company.

Time management techniques could help improve the productivity of the team.

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References

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Slides 12, 13 – Appendix A

Appendix A - SWOT Analysis

Strengths

- Performance Management.
- Business Management.
- Technology.
- Strategy Creation
- Active listening
- Empathy
- Teamwork
- Integrity
- Collaboration
- Striving for results
- Credibility
- Decisive thinker
- Curious

Weaknesses

- Employment Law
- Health and Safety
- Time management
- Recruitment and selection
- Communication

Appendix A - SWOT Analysis

Opportunities

- Training
- Exchanging knowledge with colleagues
- Socializing
- Keeping up with the latest HR trends and best practices.

Threats

- Changes in the work environment.
- Possible legal repercussions.
- Decay on employee morale.
- Being unable to manage daily tasks in the company.

Slides 14, 15, 16 – Appendix B

Appendix B – Personal Skills Audit

	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			

Appendix B – Personal Skills Audit

	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	

Appendix B – Personal Skills Audit

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		