



Developing Relationships and Workplace Achievement (BMSW5102_LON)

Training and Development needs for an HR officer

Individual Presentation

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Key skills for HR officer

Commercial awareness

Effective organisational skills

Active Listening

Speaking

Problem Solving

Teamwork skills

Management of Personnel Resources – Motivating and developing

Mathematics - Using mathematics to solve problems.

IT skills



Coffee Buro

Personal skill Audit

Strength	Weakness
- Organisation	- Time Management
- Decision Making	- Team Work (to be improved)
- Supportive	- Costumer Service (to be improved)
- Hard Work	- Patience
- Punctuality	
- Attention to Details	
- Motivation	

Training and development needs

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graph TD; A([Training and development needs]) --> B[Set clear expectations for each role]; A --> C[Monitor employee performance]; A --> D[SWOT Analysis: -Find strength and weakness -Opportunities and Threats];
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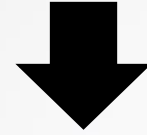
Set clear
expectations for
each role

Monitor employee
performance

SWOT Analysis:

- Find strength and weakness
- Opportunities and Threats

General Benefits from Employee Training and Development



- Increased job satisfaction and morale among employees
 - Increased employee motivation
- Increased efficiencies in processes, resulting in financial gain
- Increased capacity to adopt new technologies and methods
 - Increased innovation in strategies and products
 - Reduced employee turnover
 - Enhanced company image

Benefits to the organization

- Positive employee retention
- Training future leaders
- Employee empowerment
- Increased workplace engagement

References:

- Appendix A
- Appendix B
- <https://www.mymajors.com/career/human-resources-managers/skills/>
- (Accessed 01/12/2021)