



Developing Relationship and Workplace Achievement (BMSW 5102)

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Name of Lecturer: Mushfiqur Rahman

Task: Training and Development need for a HR officer



My name is Sara Kawka with student Number 1812599. I am going to be giving a presentation about training and developmnet needs for a human resource officer.

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Task Description

Assume you have been appointed as a graduate trainee Human Resource (HR) Officer within the Human Resources Department of a large organisation. In order to develop an understanding of your role as an HR Officer your manager has requested you to;

- 1) Determine appropriate knowledge, skills and behaviours (KSB) that are required by HR professionals across the department.
- 2) Conduct a personal skills audit for yourself and identify training and development needs considering the knowledge, skills and behaviours you identified in task (1).
- 3) Critically assess the potential benefits to the organisation of developing you as an HR officer through effective training and development.

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Content

- Task Description
- Knowledge, skills and behaviours (KSB) needed by HR professionals
- HR Skills and Knowledge
- Personal Skills Audit
- References

This presentation is divided into 3 parts which are task description; the knowledge and skill needed by HR professionals; the skills that I need training on to effectively perform the role of Human Resource Officer in an organization; references and skills audit.

Knowledge, Skills and Behaviours (KSB) needed by HR professionals

HR Behaviors

The CIPD 's HR profession map first issue in 2009 (CIPD, 2013) listed a number of behaviors needed by HR professionals to carry out their activities

➤ curious

➤ decisive thinker

➤ skilled influencer

➤ driven to deliver

HR professionals are important officers in the composition of an organization. For instance, in my organization (a bus transport company), we have an HR department that handles the responsibility of recruitment, rendering advisory services, organization development among others.

HR professionals are concerned with the aspect of how people are engaged and managed in an organization. Depending on the organization, their activities may range workforce planning, recruitment and selection and talent management), learning and development, performance and reward management, employee services. Armstrong & Taylor (2014, p. 4)

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HR Behaviors

- collaborative
- personally credible
- courage to challenge
- role model

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HR SKILLS

➤ Good Communication Skills

➤ Teamwork

Knowledge and expertise

➤ Proactivity

➤ Advising

➤ Confidentiality skills

➤ Organization

➤ Conflict Management

➤ IT Skills

➤ Adaptability Skills

There are some relevant skills, knowledge and behaviour that HR professional must possess. A summary of them are:

➤ Good Communication Skills: This skill is important for human resource management. This is because, the HR is usually forms the link between the organization and their employees. Thus, HR personnel should be able to handle complaints and enquires effectively. This most times also requires good communication skills. Also, they should have good listening skills because it is an aspect of good communication skills.

➤ HRM Knowledge and expertise: Persons who occupy the HR positions are normally expected to have human resource knowledge and expertise as an essential skill. They are required to have educational training and background in human resource management. Work experience is also relevant.

➤ Proactivity: As earlier noted, the HR personnel occupies a strategic position in an organization forming the connecting link between the employer and the employee. So, for instance, proactivity of the HR personnel can be of assistance in anticipating and realizing potential problems very early and providing solutions to them before they escalate.

➤ Advising: HR personnel must have the ability to give advice, whether on personal issues relating to the employee or operational matters affecting the organization in line with its values

➤ Confidentiality skills: HR professionals must be able to exercise confidentiality in carrying out its responsibilities. For instance, in my organization where I work, HR

professional are always in possession of confidential information relating to the organization and the employees such as compensation, pension, salary, employment agreements etc. They also discuss personal and sensitive matters with employees. They must be able to show high level of discretion, ethics and trust worthiness.

➤ Conflict Management: HR managers should have good negotiation and mediation skills. This may be relevant in terms of resolving conflicts that may arise between employee and manager or between different employees.

➤ IT Skills: HR personnel should be proficient in IT skills. Depending on the organization and the role they play, HR personnel use certain HR software to carry out their activities such as payroll management, staff selection in the workplace.

➤ Teamwork: This is a relevant skill. Sometimes as a HR personnel, one may be required to collaborate and work with colleagues in the HR department, with managers or other employees in the organization.



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Based on the audit, there are certain skills and knowledge I need training on, which I believe will be beneficial to my organization and I as an individual for the role of HR. These are:

- Use specialist HR software**
- Interviewing**
- Delivering a training session**
- Taking notes of disciplinary hearings**

➤ Use specialist HR software: HR software is a technological aid that makes the daily task of the human resources personnel easier to perform. With the use of digital solutions, HR can now manage their time effectively by using softwares to organize staff payroll, staff database, reminders etc. This is a skill I need to be trained on because I have never handled a HR role and such, not exposed to HR software

➤ Interviewing: This is also a skill I will need to properly develop and be trained on. One of the key functions of HR personnel's is staff recruitment and selection, and one of the functions in that process is interviewing prospective candidate for vacancies in the organization.

➤ Taking notes of disciplinary hearings: Adequate training on taking notes and minutes of the disciplinary hearing will be beneficial to me as an individual in the organization. This is because, it will enable me to keep proper record and minute of what occurred in the hearing while being objective in my report at the same time. In addition, this will improve my communication skills as a HR officer.

➤ Delivering a training session: There may be need for HR to conduct training sessions for employees on some topics affecting relationships at work such as managing emotions, maintaining work and life balance, gender issues, privacy matters, work and family, work attitude etc. Proper training on how to conduct such sessions is needed for HR development for my role as an HR personnel.



References

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- Chartered Institute of Personnel and Development (2013) HR Profession Map, <http://www.cipd.co.uk/hr-profession-map-download.aspx> [accessed 16 July 2020]
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Appendix B

Personal Skills Audit

Name: Sara Kawka

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
Information Technology				
Use Microsoft Office Word	✓			
Use Excel spreadsheet		✓		
Use a Database		✓		
Use specialist HR software			✓	
Use the internet				✓
Use e-mail			✓	
Use PowerPoint		✓		

	Very good	Good	Adequate	Little or no
Communication Skills				
Drafting contracts of employment				✓
Taking notes of disciplinary			✓	
Write reports		✓		
Produce material to support		✓		
Delivering a training session				✓
Resolving disputes/complaint	✓			
Interviewing		✓		
Advising on HR issues				✓

	Very good	Good	Adequate	Little or no
Problem solving skills				

Make good use of verbal reasoning skills, able to handle complex data and make selective use of information		✓		
Explore more than one solution in order to solve a problem	✓			
Consider the ideas of others to help solve problems	✓			

Supervisory Management

How much experience have you had in your role?	☐ < 1 month	1-3 months	> 3 months ✓
How many people have you managed at any one time?	☐ None	1-5 ✓	Above 5

I declare that the information given in this form is true

Signed	Sara Kawka
Date	25-08-2020

