

Training and Development needs for a HR officer

Developing Relationships and Workplace Achievements

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Introduction



One of the most important resources of an organisation is the workforce, facilitating all activities and hence enabling the organisation to meet its goals and objectives. The organization's success depends on its ability to maintain good employer and employee relationships. It is the responsibility of the human resources (HR) department to recruit, manage, provide training, and terminate employees in an organisation. In addition, this presentation demonstrates the importance of the training and development for HR professionals within an organisation. The name of the chosen organisation is *Avenues Group Company*.

Overview of the organisation



It is a charity started its work in 1993.

It aids individuals in learning about disability and autism.

It has more than one thousand and eight hundred employees

At present, the Chief Executive Officer is Jo Land.

It involves more than thirty different organisations.

The required knowledge, skills and behaviour for HR professionals

Knowledge	Skills	Behaviour
• Recruitment strategies of the company • Laws and regulations regarding employment. • Train and development practices • Others	• Interpersonal communication skills. • Organisation skills • Time management skills. • Problem-solving skills • Technological skills	• Collaboration. • Integrity and empathy. • Adaptability • Flexibility

(Stone et al., 2024)

Personal SWOT analysis

Strengths

- Good interpersonal communication skills.
- In-depth knowledge employment on rules and regulations.
- Good collaboration skills.
- Proficiency in using technology

Weaknesses

- Lack of proper problem-solving skills.
- Poor organisation skills.
- Lack of appropriate decision-making skills

Opportunities

- Strategic HR roles and responsibilities.
- Opportunity to continuous improvement.
- Training and development programs

Threats

- Rapid changes in technology.
- Resistance to change.
- Economic uncertainty.

(Owens, 2020).

The necessity of training and development

To improve decision making ability

To improve team management ability

To improve problem solving skills.

To enhance technological skills

To ensure continuous improvement.

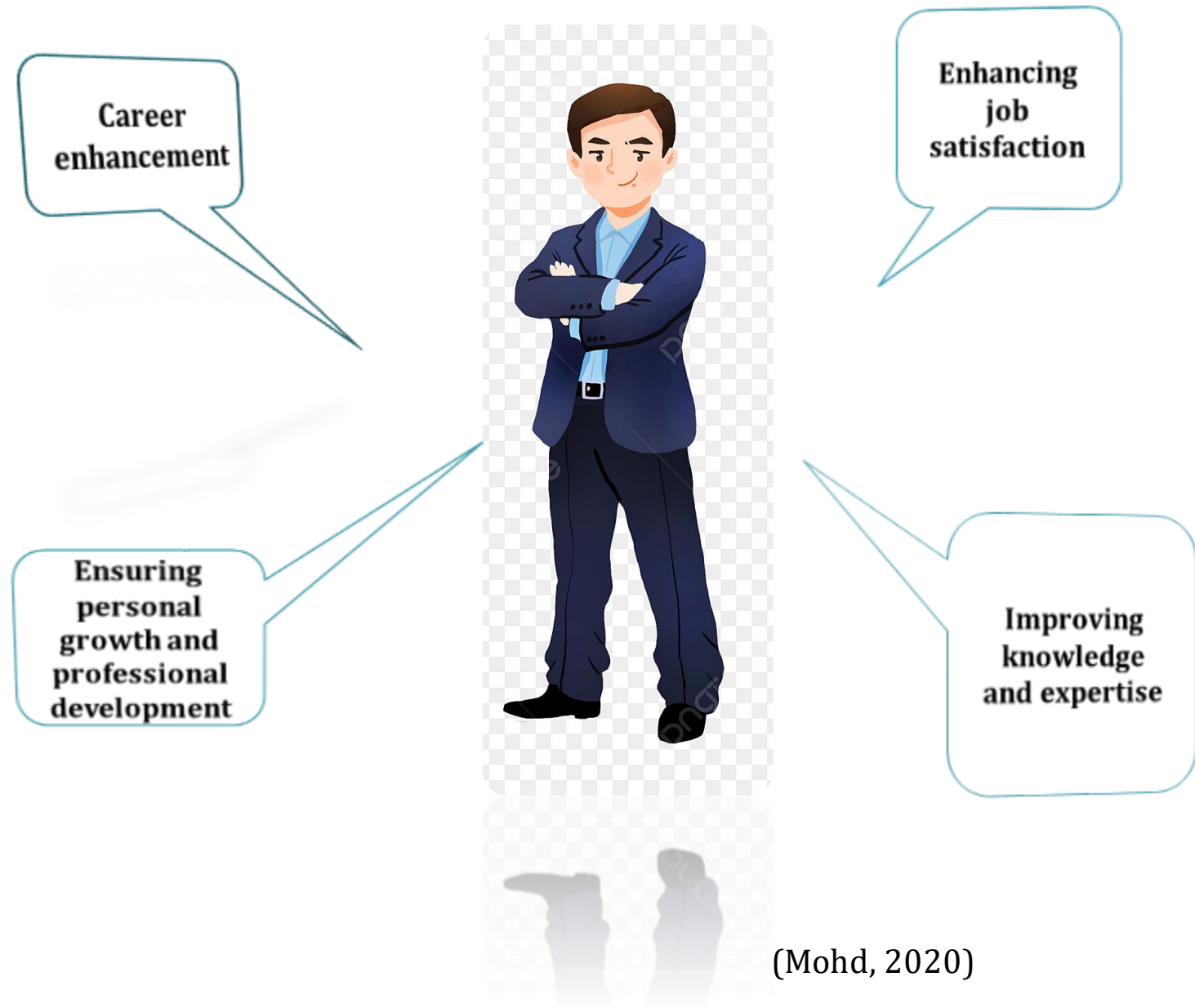


(Karim, 2019)

The benefits of HR training and development to the organisation



The potential individual benefits of HR training and development



(Mohd, 2020)

Conclusion

In conclusion, the HR department is a crucial part of the organisation because it is responsible for the recruitment, management, provision of training and development as well as employee termination. Being the organisation's HR professional, requires specific skills, knowledge, and behaviours such as interpersonal skills, communication skills, problem solving skills, organisational skills, decision making, employment rules and regulations, flexibility, adaptability and so on. Through training and development programs, an organisation is able to develop an employee's skills in problem solving, decision making, organisation and management and more. Lastly, providing training to employees has potential benefits such as strategic and improved recruitment process, increased employee relation and engagement, personal/individual growth as well as professional development.

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Appendix-A

Key expectations of HR Officer Roles of Avenues Group of Company

HR departments are expected to add value to the organisation they support. The exact nature of the work varies according to the organisation, but is likely to include:

- ☐ ✓ working closely with various departments, increasingly in a consultancy role,
- ☐ ✓ assisting line managers to understand and implement policies and procedures. promoting equality and diversity as part of the culture of the organisation.

- ☐ liaising with a range of people involved in policy areas such as staff performance and health and safety.

- ☐ ✓ recruiting staff, which involves developing job descriptions and person specifications, preparing job adverts, checking application forms, shortlisting, interviewing, and selecting candidates.
- ☐ developing and implementing policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures, and absence management.
- ☐ preparing staff handbooks.
- advising on pay and other remuneration issues, including promotion and benefits;
- ✓ ☐ undertaking regular salary reviews.
- ☐ negotiating with staff and their representatives (for example, trade union officials) on issues relating to pay and conditions.
- administering payroll and maintaining employee records;
- ☐ ☐ interpreting and advising on employment law. dealing with grievances and implementing disciplinary procedures.

- ☐ ✓ developing HR planning strategies, which consider immediate and long-term staff requirements;
- ☐ planning and sometimes delivering training - including inductions for new staff.
- ☐ analysing training needs in conjunction with departmental managers.

Appendix-B

Strengths	Weaknesses
• I have good interpersonal communication skills. • I have in-depth knowledge regarding employment laws and regulations. • I have Good collaboration skills. • I have Proficiency in using technology	• I have poor problem solving skills. • I have poor decision making skills. • I have poor organisation skills
Opportunities	Threats
• Opportunity to perform strategic HR roles and responsibilities in the organisation. • Opportunity to continuous improvement. • Opportunity to attend various training and development programs	• Rapid changes in technology. • Resistance to change. • Economic uncertainty. • A high level competition in the job market

Appendix-C

	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			

	Very good	Good	Adequate	Little or no experience
Communication Skills				
Drafting contracts of employment		X		
Taking notes of <u>disciplinary hearings</u>		X		
Write reports				
<u>Produce material</u> to support presentations	X			
Delivering a training session	X			
Resolving disputes/complaints		X		
Interviewing		X		
Advising on HR issues				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			