



(Yahoo, 2023)

Program: Bachelor of Arts,
Management Leadership
Skills for the Workplace

Module: Developing
Relationships and
Workplace
Achievement
(BMSW 5102-A1)

Lecturer: Charles
Nwaogwugwu

Title: Training and
Development Needs for
an HR Officer

Student: Florentina Stefan
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- ❖ Tesco is one of the largest retailers in the world
- ❖ Tesco PLC-public Limited company
- ❖ 1929-The first Tesco store-north London
- ❖ 1995-Czech Republic, Slovakia, Poland, Ireland, Thailand, Malaysia, and India
- ❖ Hierarchical organizational structure

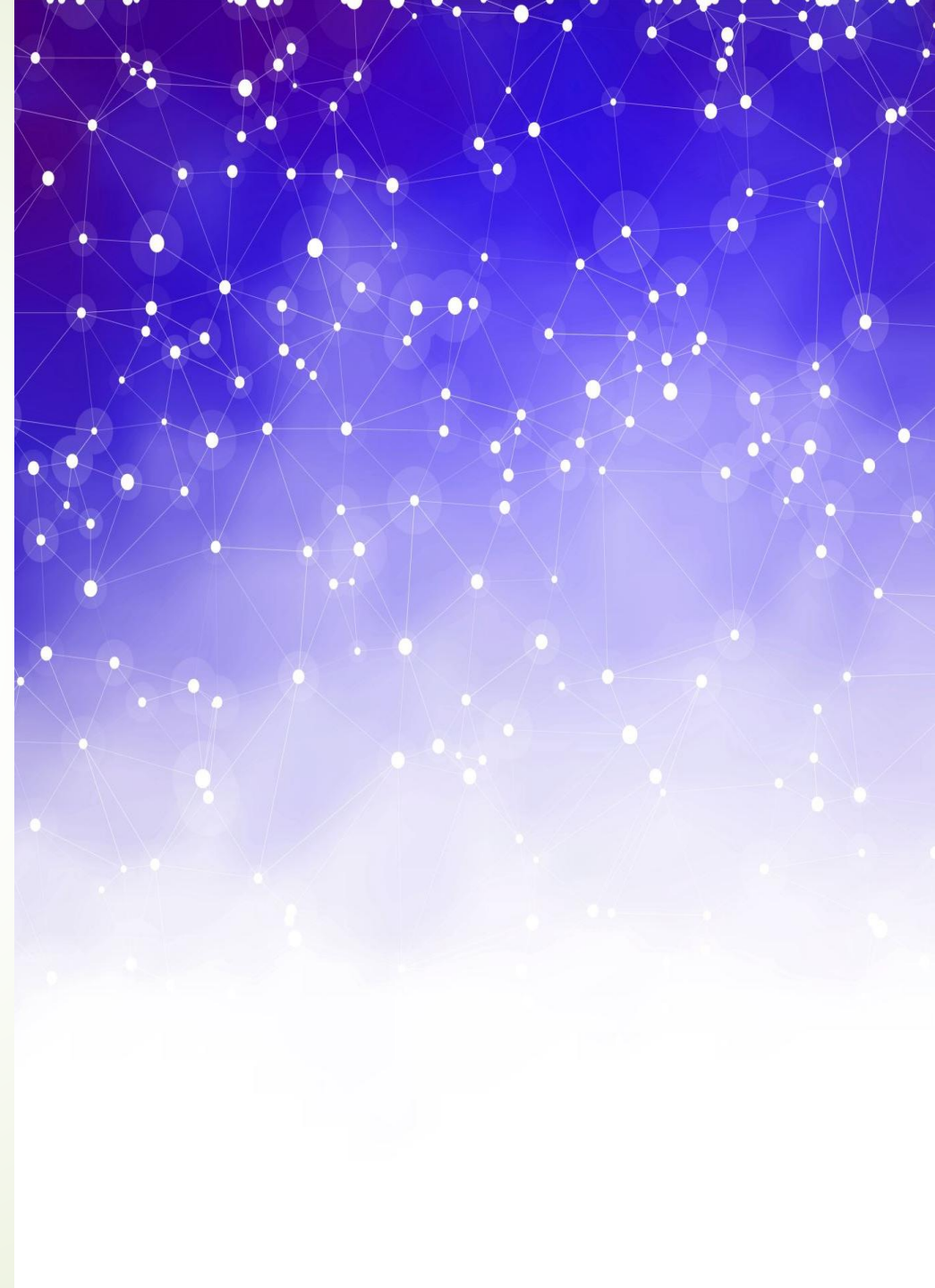


(Yahoo, 2023)



Knowledge of a Human Resources officer

- Customer and personal service
 - Training
 - Public safety and security
 - Accounting
 - Law and government
- 



Skills of a Human Resources Officer

COMMUNICATION

RELATIONSHIP BUILDING

PROBLEM SOLVING

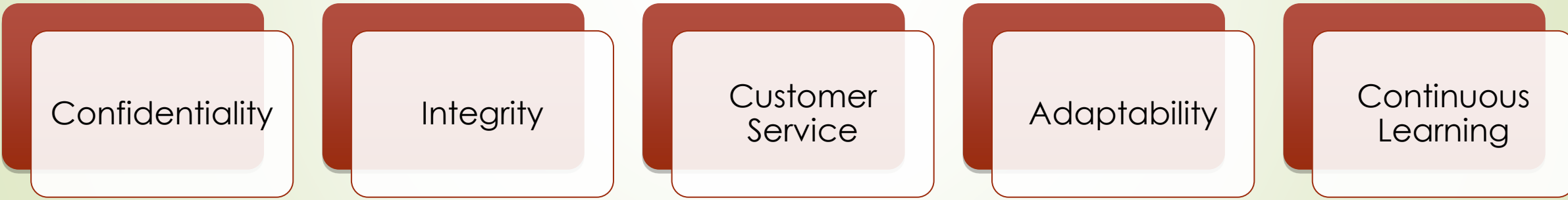
MANAGEMENT OF FINANCIAL
RESOURCES

TIME MANAGEMENT





Behaviors of a Human Resources Officer



Confidentiality

Integrity

Customer
Service

Adaptability

Continuous
Learning

SWOT

SWOT

Strengths

- Interpersonal skills
- Problem-solving skills
- Teamwork

Weaknesses

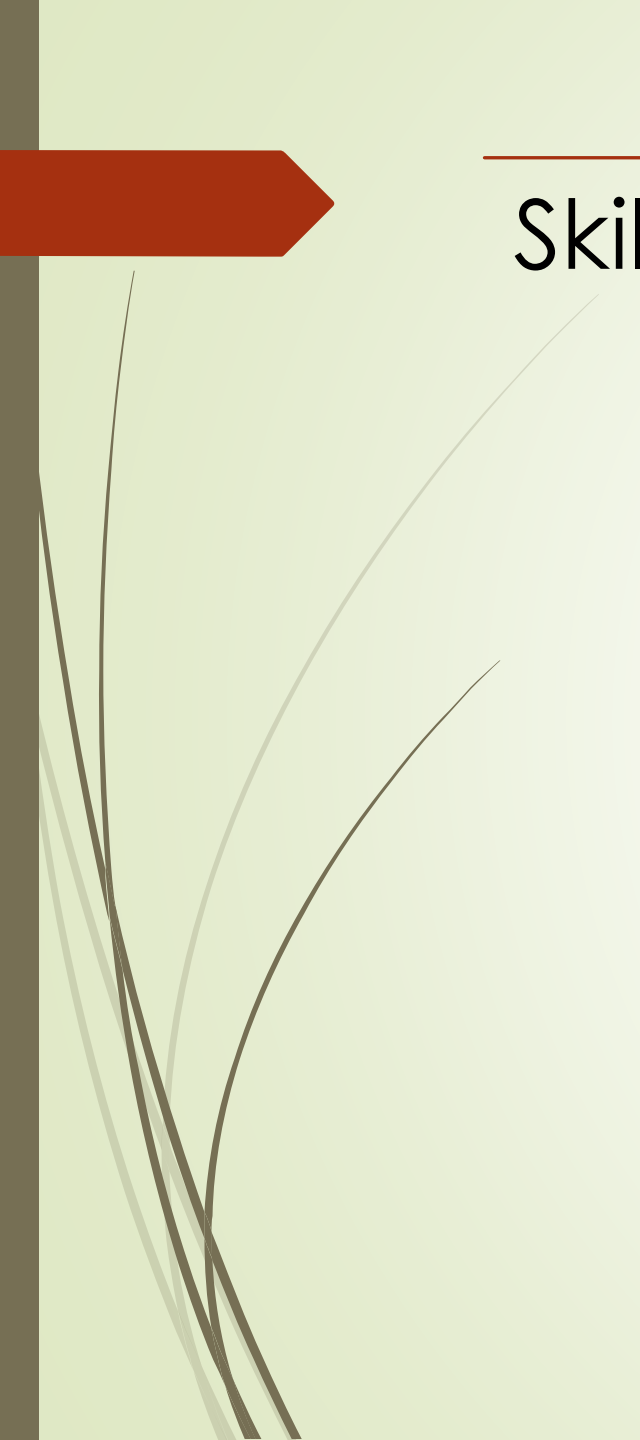
- Interviewing
- Delivering a training session
- HR software

Opportunities

- To develop my skills
- Use different programs
- New people

Treats

- Competitiveness
- Complains
- New technology



Skills Audit: Employee relations

HR policies and procedures

Performance management

Training and development

HR system and tools

Communication

Change management

Problem-solving skills



My Training needs as a Human Resources Officer

Training:

- For the new employees
 - Tesco procedures, benefits, and culture
 - Gap between actual and potential performance
 - HR software
 - Law and regulations
-
- Training: An activity or set of activities is referred to as training. (Rees and Porter, 2015)

Benefits of training and development for me



TO DEVELOP MY
SKILLS AND
CAREER



TO ACHIEVE MY
OBJECTIVES



FOR
CONFIDENCE



MY EMPLOYEE
SATISFACTION



OPERATIONAL
EFFICIENCY

Benefits of training and development for Tesco



High Standards



More productivity



Loyal employee



To maximize staff potential



Commitment to the job role

- Practical example:
- Challenges-Trust data rather than their instincts according to Beth McFarland.
- Fast-food chain Wendy's, for example.





Conclusion:

The training and development needs of an HR officer are extremely important for employees and the organization for loyalty, productivity, and respect.



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Appendix A

Key expectations of HR Officer Roles

As a human resources (HR) officer you will develop, advise on and implement policies relating to the effective use of staff in an organisation. In the role your aim is to ensure that the organisation that you work for employs the right balance of staff in terms of skill and experience, and that training and development opportunities are available to colleagues to enhance their performance and achieve the company's business aims.

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.

Strengths What do you do well? What unique resources can you draw on? What do others see as your strengths?	Weaknesses What could you improve? Where do you have fewer resources than others? What are others likely to see as weaknesses?
-Interpersonal skills -Problem-solving skills -Teamwork -Working under pressure -Good accounting	-Interviewing -Delivering a training session -HR software -Emotivity -Scared of unknown
Opportunities What opportunities are open to you? What trends could you take advantage of? How can you turn your strengths into opportunities?	Threats What threats could harm you? What is your competition doing? What threats do your weaknesses expose to you?
-To develop my skills -Use different programs -New people -To use each opportunity for a better future -Good career	-Competitivity -Complains -New technology -Uncertainty -People

Appendix C

Personal Skills Audit

Name	Florentina Stefan
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 experience
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 experience
Communication Skills				
Drafting contracts of employment		✓		
Taking notes of disciplinary hearings		✓		
Write reports			✓	
Produce material to support presentations		✓		
Delivering a training session				✓
Resolving disputes/complaints		✓		
Interviewing				✓
Advising on HR issues			✓	
	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			✓	

Consider the ideas of others to help solve problems		✓		
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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	Florentina Stefan
Date	13/07/2023