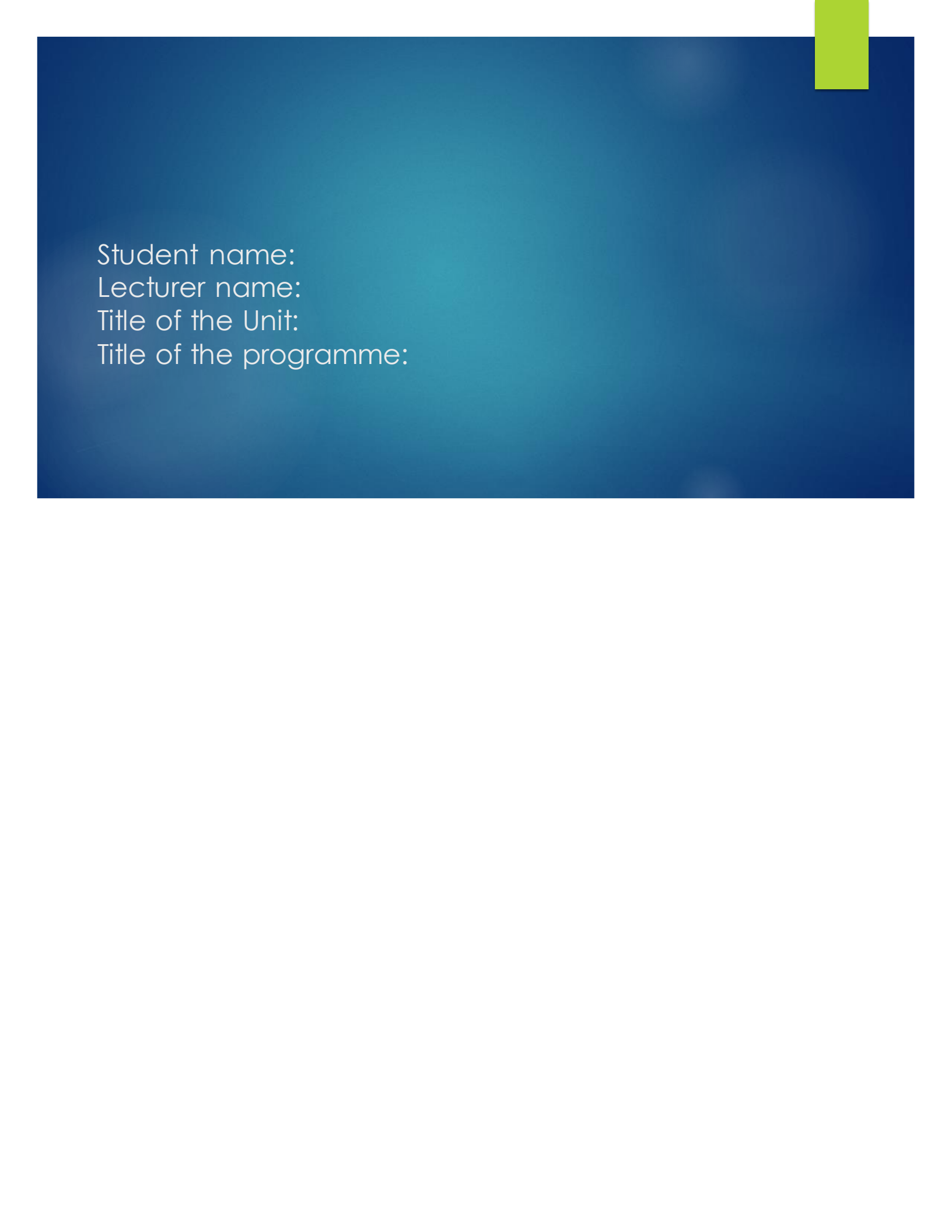




Student name:
Lecturer name:
Title of the Unit:
Title of the programme:

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Introduction

- ▶ Unilever is a British multinational consumer goods company operating in over 190 countries (Pandey *et al.*, 2021).
- ▶ The product base of the company revolves around personal care home care and cosmetic products.
- ▶ It says the organization is a multinational company the organizational structure adopted by the company is a centralized hierarchical organizational structure.
- ▶ The organization is one of the largest businesses in terms of consumer goods and the FMCG industry which brings revenue and profit to not only the organization but also the country it operates in.
- ▶ The legal structure of Unilever is a unified group legal structure under a single parent company named Unilever PLC that controls all the other subsidiaries of the brand.



Identifying the Knowledge, Skills, and Behaviour (KSB)

- ▶ The knowledge skills and behavior of an HR manager are diverse and include various responsibilities.
- ▶ In consideration of the HR manager at Unilever the KSB for the manager is wider than a normal HR manager at an SME.
- ▶ Being a multinational organization the operations involve various line managers that result in a consultancy role for the manager to help the managers understand and implement policies and procedures (Kutzschbach *et al.*, 2021).
- ▶ Similarly operating in over 190 countries the manager needs to include diversity as a part of Unilever's work and organisational culture.



Identifying the Knowledge, Skills, and Behaviour (KSB)

- ▶ As the Forte of the business is personal and healthcare products the HR manager needs to monitor the health and safety of the employees (Nilsson and Nilsson, 2021).
- ▶ Along with that also involving policies with a range of people in terms of staff performance.
- ▶ In a multinational organization the HR managers at locations other than the headquarters are usually associated with the responsibility of the recruitment process that involves job descriptions, candidate specifications, republishing job adverts, checking application forms, shortlisting, interviewing, and selecting candidates.
- ▶ The KSB of the HR manager also includes the development and implementation of policies addressing the issues of working conditions, performance management, equal opportunities disciplinary procedures and absence management.

Identifying the Knowledge, Skills, and Behaviour (KSB)

- ▶ The HR manager at Unilever headquarters has the responsibility of developing and implementing policies by transferring the information to the concerned locations by preparing staff handbooks.
- ▶ Lastly the HR manager develops and plans strategies addressing the immediate and long-term staff requirements, planning and delivering training to the other managers and employees.



Constructive SWOT Analysis

Strengths	Weaknesses
• The strengths of an HR manager required in the training and development as a specialist HR software will concern the vocational and interpersonal skills of the HR manager. • The strength of an HR is adaptable and acceptance of change will help in training needs where required such as specialist HR software training. • Considering the KSB of an HR officer to train and introduce the software to the employees as well as other managers is important and essential.	• The lack of knowledge of the specialist HR software is a weakness for the HR officer in the implementation and development of training programs for the employees. • The HR officer could improve the performance management and working conditions which hamper the acceptance of a new software.

Constructive SWOT Analysis

Opportunities	Threats
• As a nature officer the opportunities to develop and learn the software as well as new trends in the market are essential and a great opportunity. • Considering the knowledge skills and behaviours of HR manager the opportunities at improving the KSB such as training and procurement can be included.	• The threats to the HR manager are the non-accepting employees that do not facilitate change in your operations. • The external factors are also a threat to the HR officer including market trends, political disruptions and other inevitable factors.

Skills Audit

Name

Job role:
Human
Resource
Officer

	Very good	Good	Adequate	Little or no experience
Information Technology				
Use Microsoft Office Word	x			
Use Excel spreadsheet		x		
Use a Database				x
Use special list 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 disciplinary hearings		x		
Write reports	x			
Produce material to support presentations				
Delivering a training session			x	
Resolving disputes/complaints		x		
Interviewing		x		
Advising on HR issues	x			

Skills Audit

	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		

Consider the ideas of others to help solve problems	x			
Supervisory Management				
How much experience have you had in your role?	< 1 month	1-3 months	> 3 months	x
How many people have you managed at any one time?	None	1-5 x	Above 5	

I declare that the information given in this form is true

Signed

Date

18-11-2023

Benefits to organisation for Training a HR officer

- ▶ The HR department in any particular organisation that is operating in a highly competitive industry is considered to be one of the most crucial departments (Buchelt *et al.*, 2020).
- ▶ The major reason behind this is that with the help of the HR department, the complete internal working structure of the organisation is managed.
- ▶ Along with this particular department also helps in providing the human resources for the organisation in case to keep continuing the work with better accuracy and high quality.
- ▶ Thus, when it comes to the hiring of new employees for Unilever the HR department to successfully study and understand the importance of training and development of the working quality within the newly hired employees.
- ▶ With the help of consistent development and announcement of the different qualities of the existing employees



Benefits to organisation for Training a HR officer

- ▶ Other than this it has also been observed that for organizations that operate in comparatively higher competition in the industry, it is extremely necessary to have different types of strategies which will be directly or indirectly related to the HR departments.
- ▶ The reason behind this is that with the help of the HR department and the strategies related to it, the internal structure of these organizations such as Unilever can be maintained and the negative factors that can affect the organizations internally can be avoided.



Conclusion

- ▶ The above presentation addressing the training and development needs for HR managers or officers at Unilever has been addressed.
- ▶ This includes the introduction and determination to the appropriate knowledge, skills and behaviours of KSB that are required by an HR officer across all departments.
- ▶ Secondly a personal constructive SWOT analysis as well as a personal skills audit have been included in the presentation.
- ▶ Lastly the report critically assesses the potential benefits to the organization and individual through effective training and development of the HR officer.

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THANK YOU!

Any questions would be appreciated!