

DEVELOPING RELATIONSHIPS AND
WORKPLACE ACHIEVEMENT
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LECTURER : ZE ZOOK

TRAINING AND DEVELOPMENT NEEDS FOR A HR OFFICER

Introduction

- ▶ Human resource management, known by the acronym HR. it is an association of skills and methods, policies, techniques and practices defined in order to manage internal behaviors and enhance human capital. Its purpose is to select, manage and guide employees towards the company's objectives and goals.
- ▶ Human resources are the group of employees or collaborators of an organization. But the most frequent one should call it the function it occupies to acquire, develop, use and retain the organization's employees.
- ▶ My goal as an HR officer in Waitrose is to align HR policies with the organization's strategy.



People management, despite being one of the most important roles of HR, goes beyond the sector, since it must also be observed by the leaders of each area of the company. That is why it is so important that HR and organizational culture go hand in hand.



Frederick Taylor's theory, says that the motivational burden of workers is the money they earn, is reflected in Waitrose's staff reward program.



Even so, it is up to the company's HR to inspect, direct and plan with the leadership of each sector, to ensure that processes - the dismissal, for example - are carried out in the most humanized way possible.



Furthermore, topics such as competency management are becoming increasingly important for people management within HR, due to the results presented by companies that have successfully employed it.

PEOPLE MANAGEMENT WITHIN HR

COMPETENCE MANAGEMENT

COMPETENCY MANAGEMENT IS A HUMAN RESOURCES MANAGEMENT METHODOLOGY THAT AIMS TO IDENTIFY, ANALYZE AND MANAGE COMPANY EMPLOYEES ACCORDING TO THE PROFESSIONAL PROFILE OF EACH ONE. IT IS A FORM OF STRATEGIC PEOPLE MANAGEMENT.

THE IDEA IS TO HIGHLIGHT THE POSITIVE POINTS OF EACH EMPLOYEE AND USE THEM INTELLIGENTLY WITHIN THE COMPANY, AS WELL AS WORK ON THE WEAK POINTS, SO THAT THEY IMPROVE.

INDIVIDUAL DEVELOPMENT IMPACTS THE COLLECTIVE AND, THUS, THERE IS AN IMPROVEMENT IN THE PERFORMANCE OF THE COMPANY.



ASSESSMENTS:

HEADHUNTING:

- ▶ It is a resource aimed at enabling leaders to get to know their teams better, by identifying skills, knowledge and attitudes, separating weaknesses and strengths.
- ▶ It is responsible for selecting professionals who stand out in their positions, in order to fill the vacancies with the most qualified people possible for the performance of their duties. It is a way of attracting talent.

ROUTE OF THE STAFF DEPARTMENT:

HR has long ceased to deal only with bureaucratic issues, such as the payment of employees or the distribution of pay slips, although they remain part of some of its main obligations. It is crucial to be following labor laws.

However, the HR professional gained a big boost: the human resources software. It facilitates the workflow and contributes to the tasks to be done with greater agility, even the most complete ones (such as the requisition of personnel).

It is common for personnel department routines to oversee a specific HR area or to be outsourced to legal or accounting offices. In this way, the management professional can focus on more strategic activities. That is why I believe that not only money is the motivational load of employees, but also love and commitment to work and the team.

TALENT DEVELOPMENT:

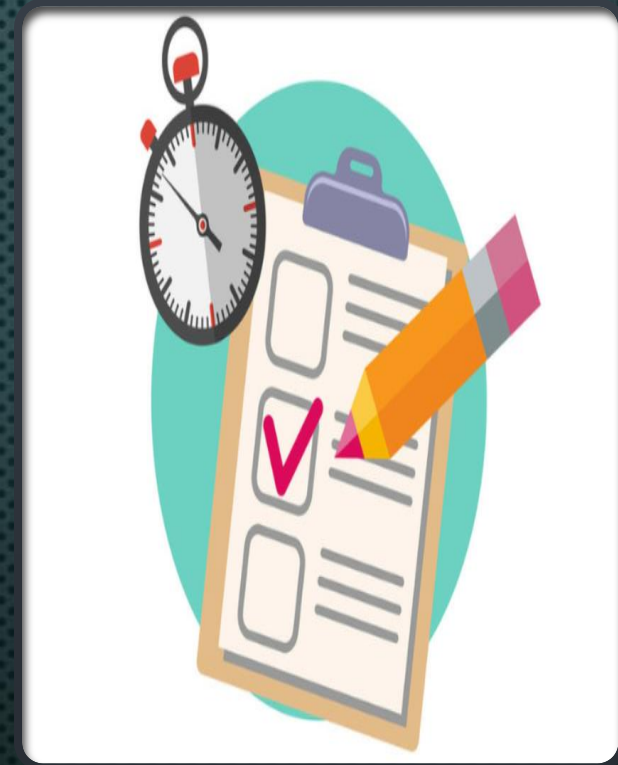
Development is a key activity in people management and a real obligation for HR. If the professionals do not grow, the business does not grow either. In addition, it is very difficult to follow the evolution of the external environment.

It is recommended that the management professional take advantage of the most modern in terms of training and development. There are corporate universities, team games (gamification), online training, among other attractive and flexible means.

PERFORMANCE EVALUATION:

IT IS DIFFICULT THAT THE CURRENT PERFORMANCE OF PROFESSIONALS IS LEVEL WITH THE EXPECTED PERFORMANCE. THEREFORE, THERE IS ALWAYS A GAP BETWEEN THE “IDEAL” AND THE “REAL”, AND THE HUMAN RESOURCES SECTOR NEEDS TO IDENTIFY AND CREATE A PLAN TO CLOSE THE GAP.

THERE ARE MANY MODELS OF PERFORMANCE EVALUATION. ONE CAN PRACTICE SELF-ASSESSMENT SO THAT THE PROFESSIONAL CAN ANALYZE HIS OWN PERFORMANCE. THERE IS ALSO A 180-DEGREE ASSESSMENT, IN WHICH THE SUPERIOR ASSESSES HIS SUBORDINATE TO HIGHLIGHT STRENGTHS AND WEAKNESSES.



TERMINATION OF PROFESSIONALS:

- ▶ When there is a recurring employee, even after feedback and training, it is a sign that the relationship should not be maintained.
- ▶ Turning off the right professionals is just as important as maintaining talent. Thus, it is possible to mitigate threats to the culture and business performance. This process must be done with quality, in order to identify what to improve in the future.
- ▶ For this reason, it is advisable to conduct dismissal interviews. Before leaving, sit down to chat with the employee. This is the moment when the professional must be more critical and realistic to identify blind spots in the company.

CONCLUSION

Everything explained above is a set of knowledge that is indispensable for an HR director. And it is still recommended the development of characteristics such as innovation; good communication; leadership; logical reasoning; good interpersonal relationship.

It is essential that the HR director knows how to relate to all hierarchies and people from different backgrounds, since he will work directly with all sectors of the company.

Appendix B

Personal Skills Audit

Name	ANDRE LUIS MENDES
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	<i>CB</i>
Date	27/08/2020

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