

Slide1



Developing relationships and workplace achievement

‘Training and Development needs for a HR officer’

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Slide2



Introduction of Tesco

- Tesco was founded in 1910 by Jack Cohen, starting with a small shop in East London, and until today it has 300,000 employees.
- Tesco is a multinational retail organization headquartered in the United Kingdom, one of the world's largest retail chains, operating thousands of stores across various countries.
- The structure of Tesco follows a hierarchical organizational structure with different levels of management, including the HR department.
- Tesco is a publicly traded company listed on the stock exchange. (EEPH, 2017)



Knowledge, Skills and Behaviour (KSB)

- Understanding of employment law and regulations
- Knowledge of compensation and benefits practices
- Understanding of talent management strategies
- Familiarity with HR technology and systems (Heliyon , 2021)

Notes

The role of HR professionals at Tesco requires a specific set of knowledge, skills, and behaviours to effectively support the organization's human resources management.

Knowledge areas for HR professionals at Tesco may include:

Understanding of employment law and regulations to ensure compliance in recruitment, employee relations, and performance management.

Knowledge of compensation and benefits practices to support the development and implementation of competitive reward systems.

Understanding of talent management strategies to attract, develop, and retain high-performing employees.

Familiarity with HR technology and systems to streamline processes and enhance data management.

Skills

Skills that are essential for HR professionals at Tesco are:

- Strong communication and interpersonal skills
- Analytical and problem -solving skills
- Project management skills
- Conflict resolution and negotiation skills (education, 2023)



Notes

Skills that are essential for HR professionals at Tesco may include:

Strong communication and interpersonal skills to effectively engage with employees, managers, and external stakeholders.

Analytical and problem-solving skills to identify HR-related issues and propose appropriate solutions.

Project management skills to oversee HR initiatives and change management processes.

Conflict resolution and negotiation skills to handle employee relations matters effectively.

Behaviour

- Ethical and professional conduct
- Adaptability and resilience
- Collaboration and teamwork
- Continuous learning mindset



Notes

Behavioral traits that HR professionals at Tesco should demonstrate:

Ethical and professional conduct, maintaining confidentiality and acting with integrity.

Adaptability and resilience in managing HR challenges and navigating organizational changes.

Collaboration and teamwork to work effectively with colleagues from diverse backgrounds and departments.

Continuous learning mindset, staying updated with HR industry trends and best practices.

Necessary Trainings

- HR Analytics and Data Interpretation
- Change Management and Organizational Development
- Digital HR and HR Technology Implementation
- Diversity and Inclusion Strategies and Practices



Notes

Necessary training for HR officer include:

HR analytics and data interpretation, making informed decision utilizing HR data and also planning strategic workforce planning and talent management.

Change management and organizational development, making organizational changes and favouring a culture of adaptability.

Digital HR technology and implementation, implementing hr software and system for efficient data management

Diversity and inclusion strategies and practices, promoting diversity and create an inclusive environment, implementing strategies to attract new talent.

Benefits of training for the company

- Improved Employee Performance and Productivity
- Enhanced Customer Service
- Fostering a Learning Culture
- Innovation and Adaptation to Change



Notes

Improved employee performance and productivity by giving to employees proper training to increase productivity, contributing to company efficiency and success.

Enhanced customer service and positive customer experiences lead to increased loyalty and retention.

Fostering a learning culture encouraging employees to seek knowledge and new skills

Innovation and Adaptation to Change, training helps employees stay updated with the latest industry trends and best practices.

Benefits of training for HR professional

- Enhanced Skills and Knowledge
- Improved Performance
- Increased Employee Engagement
- Effective Talent Management



Notes

Enhanced Skills and Knowledge, continuous learning ensures HR professionals stay abreast of industry trends, best practices, and emerging HR technologies.

Improved performance, acquiring new skills and knowledge allow HR professionals to handle HR processes more efficiently, resulting in streamlined operations and improved productivity.

Increased Employee Engagement, training and development programs can equip HR professionals with the necessary skills to design and implement engagement initiatives, resulting in higher employee satisfaction, motivation, and retention.

Effective Talent Management, by enhancing their skills in talent acquisition, performance management, and succession planning, HR professionals can ensure the organization has a strong and capable workforce.

Conclusion

Throughout this presentation, we have explored the important aspects of HR professionals at Tesco, including the knowledge, skills, and behaviors required.

As HR professionals at Tesco, it is crucial to continuously enhance our knowledge and skills to meet the evolving demands of the organization and the HR industry.

Training and development not only benefit us as HR professionals by enhancing our capabilities and performance but also add value to Tesco through improved HR practices, talent management, and employee engagement.

References

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Appendix B

Strengths What do you do well? What unique resources can you draw on? What do others see as your strengths? Organisation and time management Creativity and open mind Reliability and empathy	Weaknesses What could you improve? Where do you have fewer resources than others? What are others likely to see as weaknesses? Use of technology Role and regulation Lack of IT knowledge

Appendix B

Opportunities What opportunities are open to you? What trends could you take advantage of? How can you turn your strengths into opportunities? Carrier development and personal growth Promoting sustainable practice Increasing and developing my best skills in favour of sustainability	Threats What threats could harm you? What is your competition doing? What threats do your weaknesses expose to you? Lack of knowledge of new technology Upgrading new HR systems Don't keep up with quick changes
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Appendix C

Appendix C

Appendix C

Personal Skills Audit

Name

Andrea Pisanti

Job title: 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		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			
Communication Skills				
Drafting contracts of employment				X
Taking notes of disciplinary hearings				X
Write reports	X			
Produce material to support presentations	X			
Delivering a training session	X			
Resolving disputes/complaints			X	
Interviewing		X		
Advising on HR issues			X	
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

