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INTRODUCTION FOR THE COMPANY AND THE COMPANY CULTURE

- HSBC bank was founded in March 1865 in Hong Kong
- Employees 39 million
- 62 countries

(HSBC Group, 2023)

KNOWLEDGE

- Banking and Financial Industry Knowledge
- Employment Laws and Regulations
- Compensation and Benefits

(7 most critical HR skills and competencies,2023)

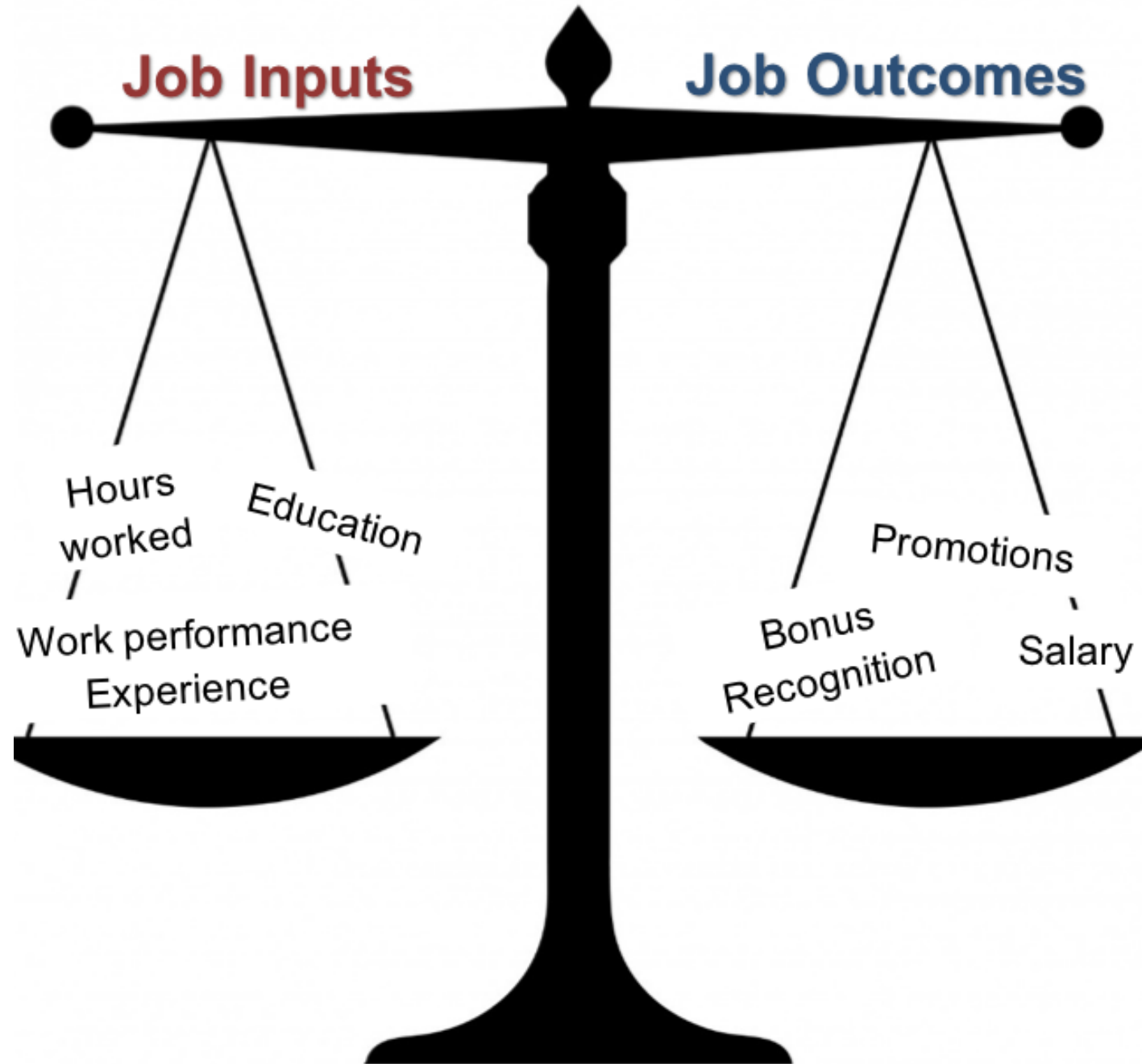


EXAMPLE

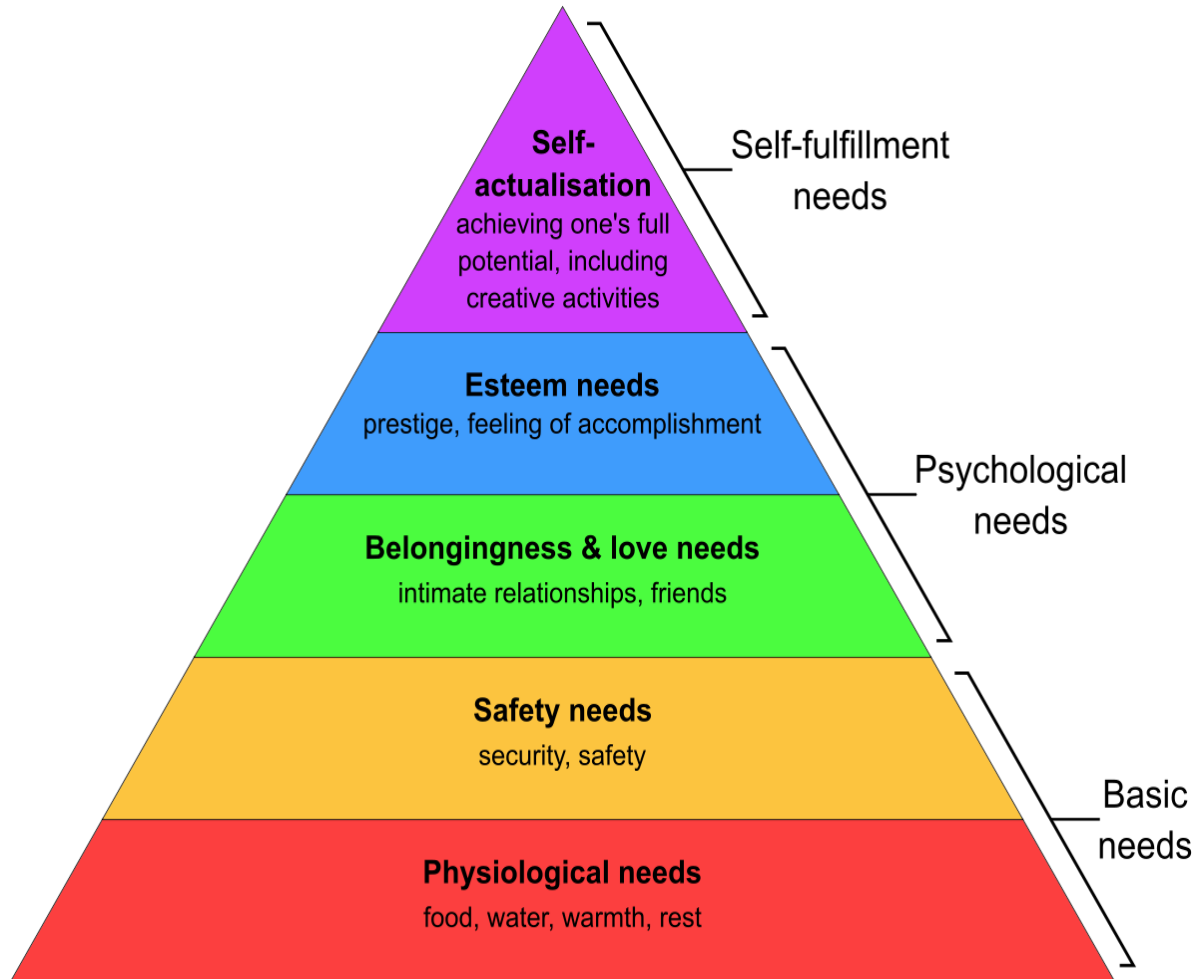
HOW HSBC MOTIVATES ITS EMPLOYEES

- *. OPPORTUNITIES TO GROW
- *. INCREASE SALARY

(HSBC GROUP,2023)



HSBC AND MASLOW'S NEEDS HIERARCHY THEORY



Skills



Effective communication and Interpersonal skills



Building relationships



Technological skills

Behaviour



CONFIDENTIALITY
AND DATA SECURITY



CUSTOMER-
CENTRIC APPROACH



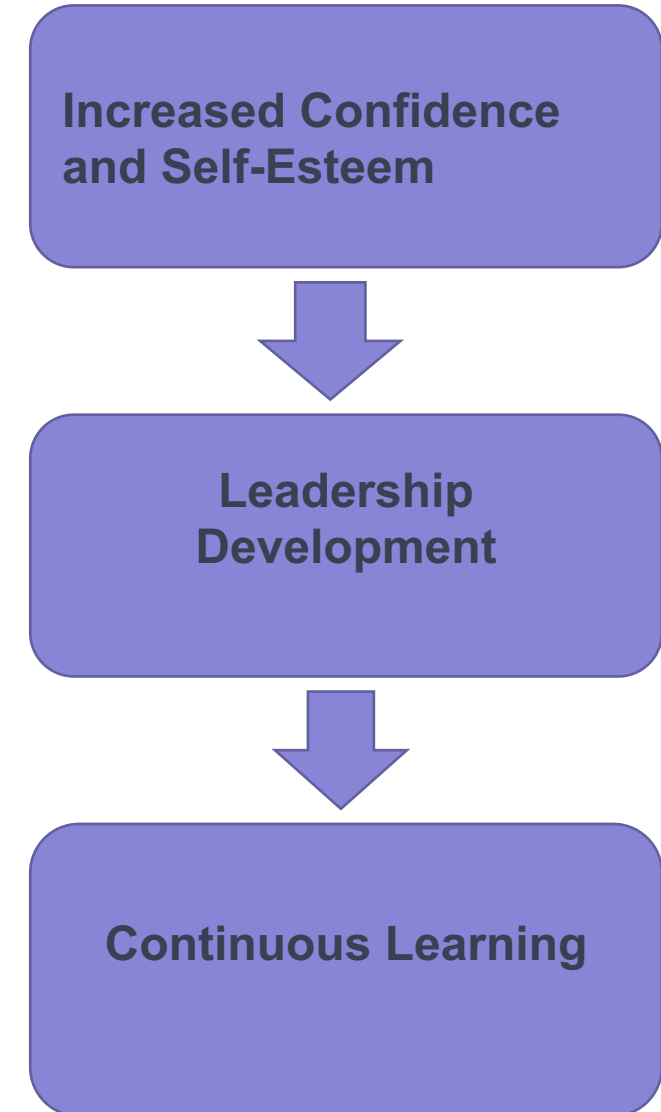
FINANCIAL ACUMEN

(7 most critical HR skills and competencies 2023)

Benefits of Training for the organization



Benefits of personal Training



Personal Swot Analysis

Strengths

I communicate well with other people and find where there are strengths in the work.

Weakness

In my opinion I have to improve my presentation skills.

Opportunities

My options are that I am currently learning everything related to managing people well.

Threats

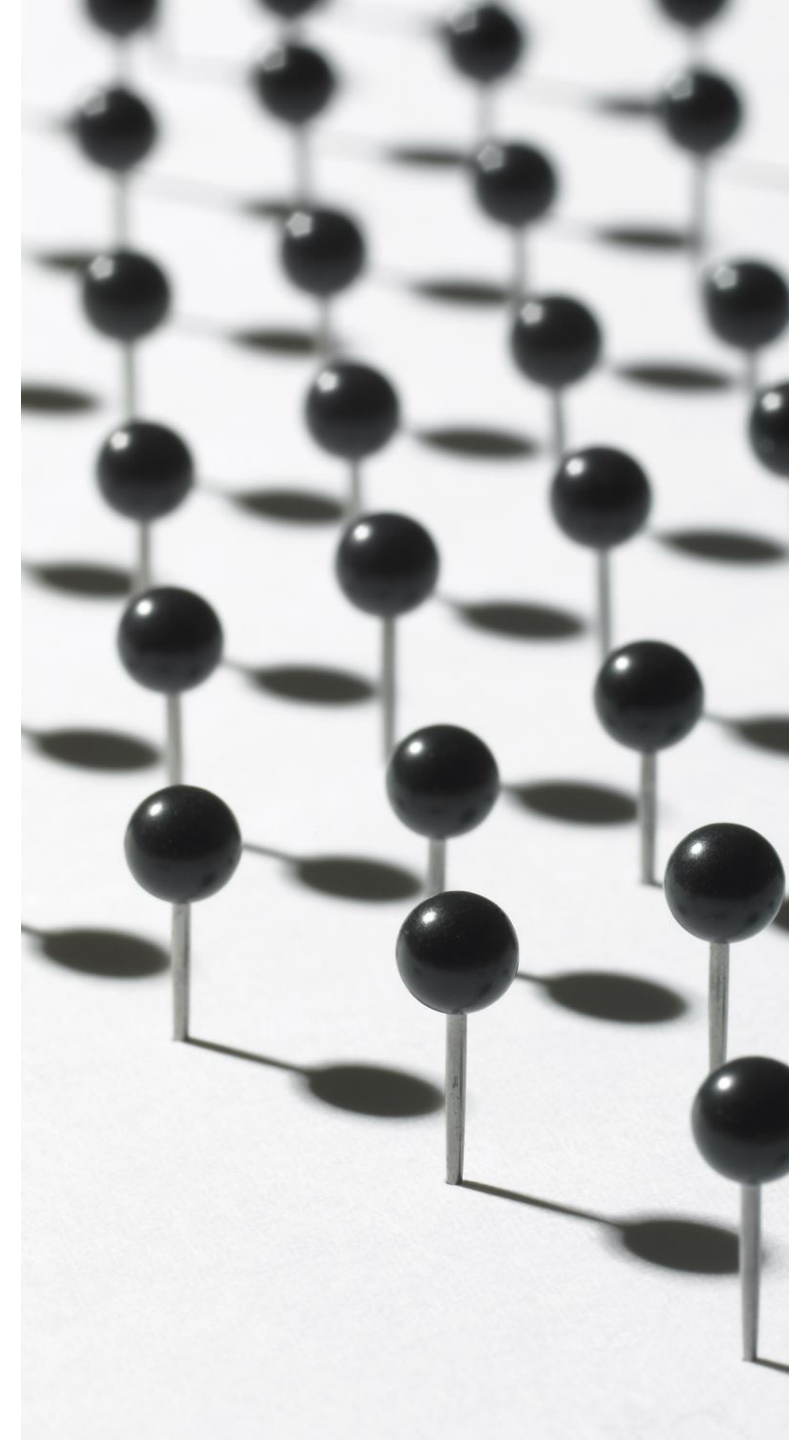
A threat to me could be my weaknesses in HR software.

REFERENCES

HSBC Group (2023) *Our Culture*. Available at: <https://www.hsbc.com/who-we-are/our-people-and-communities/inclusion/our-culture> (Accessed: 2 July 2023).

Srivastava, Sh. (2022) *Top 15 HR Best Practices for the Banking Sector in 2023*. Available at: <https://blog.darwinbox.com/best-hr-practices-for-banks#:~:text=In%20addition%20to%20recruiting%20and,and%20handling%20employee%20relations%20issues> (Accessed: 1 July 2023).

Niotpal (2023) *10 Crucial HR Skills and Competencies in 2023*. Available at: <https://blog.vantagecircle.com/hr-skills-and-competencies/#:~:text=These%20skills%20include%20active%20listening,attitude%20and%20aptitude%20while%20communicating> (Accessed: 1 July 2023).



Appendix 1:

Personal Swot Analysis

Strengths

I communicate well with other people and find where there are strengths in the work.

I can work very well with Microsoft, as well as with everything related to IT, such as Internet.

Other people think I'm really good at deliver presentations.

Weakness

In my opinion I have to improve my presentation skills.

I have less resources than others in terms of using HR software which others will probably see as my weakness, as well as my lack of experience as an HR officer

Opportunities

My options are that I am currently learning everything related to managing people well. I could take advantage of the trends as I gained experience in this field thanks to my training period. So I can turn my strengths into opportunities.

Threats

My inexperience as an HR officer may be my weakness.
My competition can be people with accumulated experience in the field of HR.
A threat to me could be my weaknesses in HR software.

Appendix 2:

Personal Skills Audit

Name Ayten Tair

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 <u>Experience</u>
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	✓			
Explore more than one solution <u>in order to</u> solve a problem	✓			