



Developing Relationships and Workplace Achievements - BMSW 5102-A1 Benefits of Training and Development

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Definition of Training and Development.

Training and Development is a critical function of HRM in any organizations. Its aim is to improve employees' skills behavior and expertise by putting them into learning and practicing new techniques of doing work in the organization

It has been proven to be focused on identifying and helping develop through planning learning.





Starbucks Introduction

"Every day, we go to work hoping to do two things: share great coffee with our friends and help make the world a little better."

- Its values is to create a culture of warmth and belonging where everyone is welcome.

They opened its first Starbucks in 1971, and they own now 32,000 stores in over 80 countries.

It is the premier roaster and retailer of specialty coffee in the world as described by them.

Training and Development needs for an HR officer

- + *Human resources management is the process which an organization takes actions to attract , develop and retain quality employees. (Human resource management 1997)*
- + HR Officer role within Starbucks are :
- + Working closely with various departments, give assistance to line managers to understand and implement policies and procedures.
- + Recruiting staff, which involves developing job descriptions and person specifications.
- + Responsible of checking applications forms , preparing job advertisings, and selecting the right candidates for the organization

(KSB)required by HR Professionals at Starbucks (Appendix A)

- + HR Departments are expected to add value to the company they support , they must have knowledge , skills and behaviour in order to bring value to the organization and other responsibilities such as;
- + Assisting line managers to implement policies and procedures and understand it.
- + Promoting diversity and equality of the organisation as part of the culture.
- Other responsibilities such as recruiting staff, interviewing, developing HR planning strategies.

(KSB)required by HR Professionals at Starbucks (Appendix A) part 2

- + Maintaining employee record and administrating payrolls.
- + Advising on pay and other remunerating issues, including promotions and benefits.
- + Implementing policies on issues like working conditions , performance management .
- + Developing HR planning strategies
- + Analysing training needs in conjunctions with managers departments.

(KSB)required by HR Professionals at Starbucks

At Starbucks the responsibilities for on-going improvement for HR processes and the maintenance and operation of shared HR drives, templates, sites etc

Helping with updating and maintaining all HR policies and procedures

support with research to create innovatory ways of working in the organization.

- + It is required to have the right Knowledge, Skills and Experience
- + Ability to be pragmatic and provide appropriate solutions in basic HR situations
- + The ability to work independently and as part of a team

SWOT

+ Strengths

- + I have good communication skills also I am a good with problem solver, active listener, Good customer service .

+ Weaknesses

- + I need to improve and take training of using specialist hr software , taking notes of disciplinary , improving my English writing skills.

+ Opportunities

- + Take the opportunities that Starbucks offers as trainee to learn all the necessary skills and knowledge for HR Officer , take English writing classes.

+ Threats

- + Covid - 19
- + Time management
- + System analysis

Training needs (specialist HR Software training while considering the

KSB 9)

- + Employees will be more efficient and productive ,it they will be provided with proper training programme, which will benefit the organization .
- 1. The training gives a new employee or applicant the basic organizational goals, rules and regulations, vision , etc . This are the training basics .
- 2. The existing employees are retaught to gather their knowledge

Benefits of training and development at Starbucks

- + Human Resource Development manager plays a critical role in running of an organization because he/she controls all the activities via training and development of the workers (Blackman, 2010).

The benefits are:

- + (system of training progress) such as Root learning Map Solution
- + This system will ensure that the company will have the skilled workers who are able to prepare coffee at high standards and other required skills
- + Employees will become more competent .
- + It boosts morale and motivation in the workplace.

Impact of the training

- + Organizations that offering employee training or development programs, are getting success with retaining employees (Chaminade , 2007)
- + IT has been demonstrated to have positive impacts on the performance of employees
- + abilities and uninterrupted investment in training.
- + It increases the level of individual and organizational proficiency.
- + Demonstrated to provide Rapid technological and organizational changes facilitate employers to recognize needs of the enhancements of employee attainments

Conclusion

- + Therefore, what I have learnt from this presentation is that training is a necessity in order to develop in an organization, no matter what role you have within, it will bring the best of you .

Appendix C

Personal Skills Audit

Name Andreia BULIGA

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				

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 in order to solve a problem		✓		

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

Anndy

Date

05-08-2022

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