

Student Name: Lucien Honore Kadia Yao
Student ID: 1916224
Module Name: Developing Relationships
and Workplace Achievement (Presentation)
Module Code: BMSK 5102
Lecturer Name: Gregory Cowan

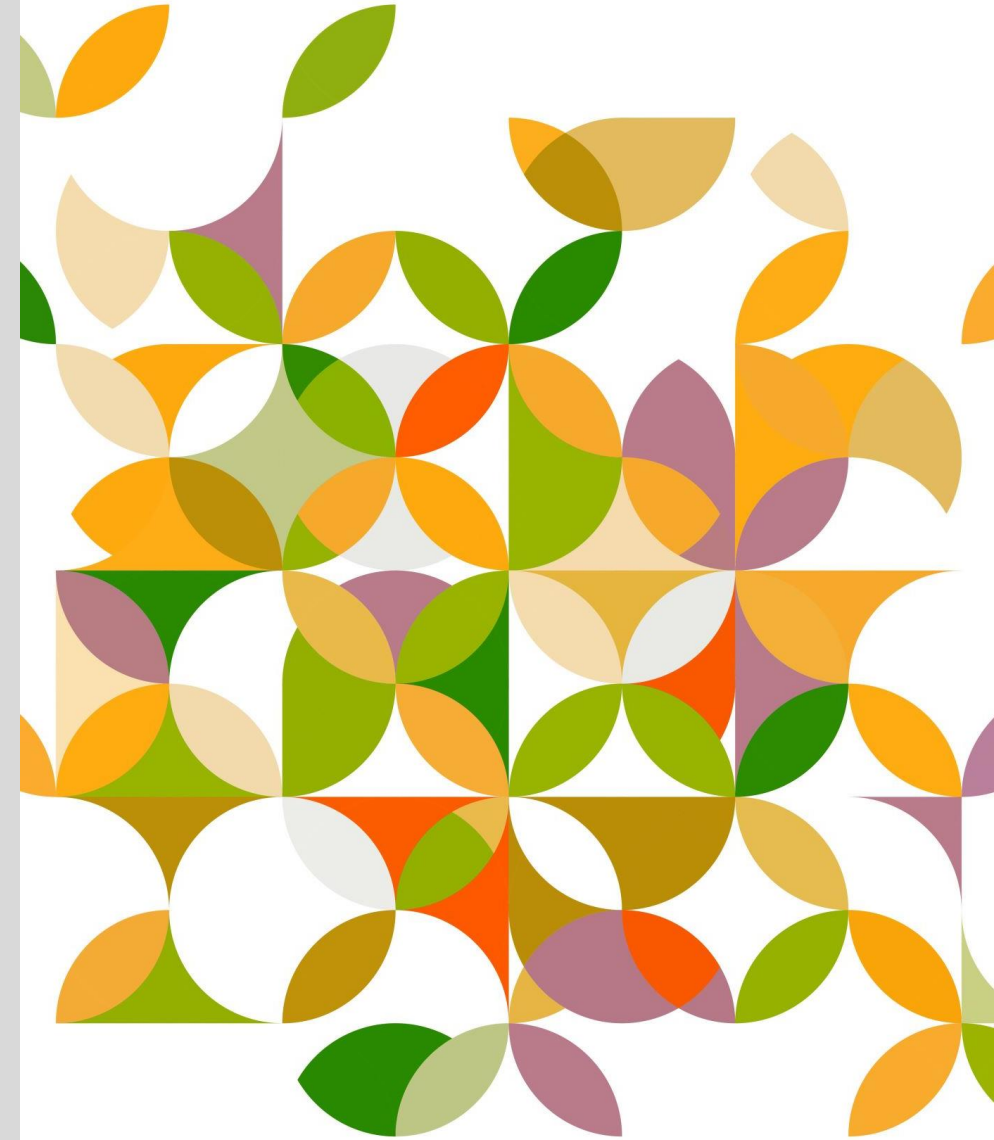
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Training and Development Needs for a HR Officer





Introduction

- I have been appointed as a graduate trainee Human Resources (HR) officer at the company where I currently work at, **Holder Inc.**
- The company is a construction firm, whose main objective is to oversee and manage construction projects for individuals or other companies.
- As a HR officer, I am responsible for training and developing the 34 staffs at the organisations and new hirers.
- I am also responsible of making sure that the employees are motivated, committed, and well compensated for their work.

Appropriate Knowledge, skills and behaviour (KSB) required by HR professionals

Knowledge

- Knowledge of the business
- Organisational Knowledge
- Knowledge of labour legislations
- Knowledge of best practices in Human Resources

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Appropriate Knowledge, skills and behaviour(KSB) by HR professionals

Behaviour

- Ethical behaviour
- Personal credibility
- Fairness



Skills

- Strategic thinking and analytical skills
- Technological skills
- Leadership and management skills
- Project management
- Effective communication

Personal Skills Audit

Job role HR Manager			Very good	Good	Adequate	Little	No experience
Information Technology							
Knowledge of Microsoft Word document				yes			
Knowledge of Excel document						yes	
Use of a Database							yes
Use of specialist HR software							yes
Use the internet				yes			
Use the email software				yes			
Knowledge of Microsoft PowerPoint			yes				
Communication Skills							
Making contracts about employment							yes
Taking notes of disciplinary hearing							yes
Writing reports					yes		
Producing materials that support presentations				yes			
Providing training to employees						yes	
Solving complaints or conflicts						yes	
Taking Interviews							yes
Giving advises on issues related to HR department				yes			

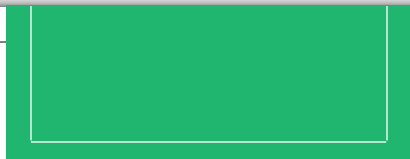
Personal Skills Audit

Job role - HR Manager										
					Very good	Good	Adequate	Little	No Experience	
Problem solving skills										
skills, ability to handle complex data and making						yes				
proper use of selective information										
Problem solving skills					yes					
Considering ideas that are given by others to solve a						yes				
Supervisory Management										
Experience in the present designation role					1 month	1-3month	3 months			

Personal audit and training needs

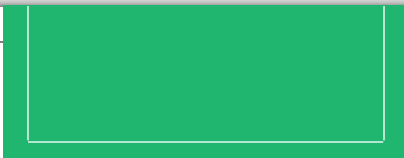
- The undertaken personal audit has shown that I need to enhance my Knowledge and skills when it comes to:
- Planning and carrying out interviews
- Coaching and mentoring
- Conflict Management
- HR reporting skills
- HR strategy creation and execution
- Use of HR technological tools, including HR software.





Professional Skills	Development activities	Resources	Time requirement
Conflict Management	• Practice active listening and communication skills. • Practice managing your emotions.	• Organization code of conduct and guidance on conflict resolution • Online training courses	Six to eight months
HR reporting skills	• Practice creating, reading, and interpreting HR reports using data from different databases	• Online training and webinars • Feedback from the management and the employees	Minimum Six months
HR strategy creation & execution	• Improve analytic skills, listening skills, and be more open to different perspectives.	• Research and journal articles • Past HR strategies • Corporate universities	Maximum one year

PLAN FOR PROFESSIONAL IMPROVEMENT



Professional Skills	Development activities	Resources	Time requirement
Use of HR technological tools, including HR software	• Read technical books, online tutorials, take classes, and engage with technical people.	• Technology vendors and suppliers • Product manuals	Three to five months
Coaching and mentoring	• Find a mentor for guidance and commit to continuous learning.	• Instructor-led seminars held by private consultants and local training organizations	Minimum Six months
Planning and carrying out interviews	• Foster my attention to details, active listening skills, adaptability, and patience • Learning the legal requirements that need to be observed during recruitment.	• Online training and webinars. • HR articles, studies, • and coaching	Maximum one year

PLAN FOR PROFESSIONAL IMPROVEMENT (CONT'D)

Potential benefits to the organization and individual of the professional development

To the organisation

- Increased employee retention
- Improved commitment and productivity (Armstrong and Taylor,2020)
- Reduced conflict
- Higher levels of efficiency
- Increased collective knowledge

To me as an individual

- Improved competencies, knowledge, and skills
 - Increase in confidence and credibility
- Enhanced earning potential and hireability
- Keep qualifications up-to-date
 - Networking opportunities.
 - Can open the door to future career change



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References

- Armstrong, M. and Taylor, 2020. Armstrong's handbook of human resource management practice. 15th edition.
- Cottrell, S., 2015. S skills for success: Personal development and employability. Macmillan International Higher Education.



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DRW Presentation

