



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

DEVELOPING RELATIONSHIPS AND WORKPLACE ACHIEVEMENTS
(BMSW 5102)

Assignment title: Training and Development needs for a HR officer

(individual presentation term 2)

Lecture: Mr Charles Nwaogwugwu

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INTRODUCTION:

- ❖ **Tesco** is a British multinational groceries and general merchandise retailer.
- ❖ **Tesco** is leading multinational retailer with more than 330,000 collages.
- ❖ **Tesco** was founded in 1919.
- ❖ **Products** are including: Supermarket, Hypermarket, Superstore and Convenience shop.



As an HR officer in Tesco, you would typically need a combination of knowledge, skills, and behaviors to effectively carry out your responsibilities .

❖ **Knowledge:**

❖ Employment laws and regulations.

❖ HR policies and procedures.

❖ Compensation and benefits.

❖ Performance management.

❖ Knowing Technology.

Skills:

- ❖ Communication.
- ❖ Recruitment and selection.
- ❖ Employee relations.
- ❖ Data analysis.
- ❖ Organizational skills

Behavior:

- ❖ Confidentiality.
- ❖ Professionalism.
- ❖ Adaptability.
- ❖ Problem solving.
- ❖ Empathy and fairness.

SWOT

- **STRENGTH:**

- Human Resources expertise
- Employee development
- Communication and fairness
- Use of Technology

- **WEAKNESSES:**

- Limited Autonomy such as decision-making
- Bureaucracy
- Employee Discontent

- **OPPORTUNITIES:**

- Talent acquisition and retention
- Diversity and inclusion
- HR Technology integration

- **THREATS:**

- Economic factors
- Regulatory changes
- Competition
- Workplace challenges

- **Benefits of Training and Development.**

1. Promotes greater work engagement from the workplace .
2. Having a number of employees undertake allows you for the sharing of the best practice and support.
3. Contributes to maximizing staff potential, improves staff moral .
4. Improve HR Skills.
5. Up-to-date knowledge.
6. Enhanced Employee Relations.

7. Increase employee retention.

8. Make planning easier during recruitment .

9. Helps recognize the staff with new skills and ideas.

10. Helps to improve Tesco efficiency.

11. Helps Tesco profitability .

CONCLUSION:

In conclusion, the role of HR at Tesco is of utmost importance in fostering a thriving work environment. HR at Tesco play a crucial role in ensuring the success and growth of the company.

References

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Tesco PLC, 2022' Tesco background'. Available at: <https://www.tescopl.com>. Access (05/06/2022)

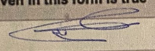
The knowledge Academy, 2022,' HR knowledge, skills, behavior'. Available at: <https://www.theknowledgeacdemy.com>. Access (2023).

Appendix 1

Personal Skills Audit				
Name <u>Javad Kheshtipour Kheshdaregi</u>				
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 verbal reasoning skills, able to handle complex data and make selective use of information	✓			

Consider the ideas of others to help solve problems	✓	✓		
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Supervisory Management			
	< 1 month	1-3 months	> 3 months
How much experience have you had in your role?	—		✓
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	
Date	19/07/2023

Explore more than one solution in order to solve a problem		✓		
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Appendix 2

STRENGGHT	OPPORTUNITIES	WEAKNESES	THERATS
. Human Resources expertise.	Talent acquisition retention	Limited Autonomy	Economic factors
Employee development	Diversity and inclusion	Bureaucracy	Regulatory changes
Communication and fairness	HR Tehnology interation	Employee Discontent	Competition
Use of Technology			Workplace challenges