



Developing Relationships and Workplace Achievements (BMSW5102)

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-Training and Development needs for a HR officer-



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1. Introduction

- Effective training to HR
- Benefits of providing training to HR



- Inclusion of effective training leads to an increase in efficiency of employees whereas it creates circumstances of better labour management
- Effective training to HR of organisation leads to an increase in self-confidence whereas it reduces employee turnover
- Providing training to HR of an organisation supports companies to increase job satisfaction among employees and support in attracting and retaining top talent

2. Introduction to company: Marks & Spencer (M&S)



- **M&S: what is it**
- **M&S: size of the organization**
- **M&S: profits in 2021**

Marks & Spencer (M&S) is a British retail organisation focused on selling high-quality products.

M&S is serving about 30 million customers in the UK with 1487 channel network stores with a circular business model (M&S, 2022).

In the year 2021, M&S group revenue has increased to about 10.9 billion GBP whereas the profit encountered by organisation is about 391.7 million GBP

Skills an HR should have



- Furthermore, knowledge about organisational planning will be a beneficial factor in creating a diversified culture.

- Time management, adaptability, problem solving and leadership are some effective skills to be possessed by HR managers.
- HR professionals should have good verbal, written, graphical and body language communicating skills
- HR professional's behaviours should be transparent and trustworthy as it will lower down chances of violation of organisational policies (Gill et al. 2018)
- HR managers need to gain a proper understanding of purpose of business, as it will support in creating an alignment with organisational drivers

4. SWOT Analysis to identify the training needs

Strengths	Weaknesses
1. Understanding the business is needed for managing customer service along with enhancing benefits to getting generated. 2. Have the idea of evaluating open positions for the employees to support and provide strategies. 3. Have rich skill knowledge, which helps in managing the various duties to get conducted. 4. Have strong written and oral communication skills, which helps in writing a target and making plans on that basis.	1. Lack of efficiency in decision-making can affect the work process. 2. Lack of efficiency can affect the business and employee productivity. 3. No strategic foundation there, which leads to an increase in lack of efficiency in the business. 4. Lack of practical experience regarding handling situations, which affects the various resolutions that arise in the employees. 5. Lack of adequate recognition.
Opportunities	Threats
1. Enhancing training opportunities for applying their abilities, which increases overall sales. 2. Flexibility and mobility of the workforce. 3. Personal conversation with employees to understand the issues. 4. High qualification in handling structural adjustment and diversification.	1. Increased competition. 2. Impact of a pandemic for managing demand for focusing on enhancing opportunities. 3. Low level of understanding. 4. Poor motivation due to migration.

- What is SWOT analysis

- The purpose of a SWOT analysis

- Trainings and their importance

- SWOT analysis procedures need to be conducted as it helps in analysing the areas of systematic assessment for enhancing skills and knowledge along with developing competence.
- It helps in identifying training and personal development needs (Lee et al. 2019). It helps in identifying the gap in the knowledge, which affects the long-term plans of the company.
- Training needs help in identifying the performance requirements along with understanding the abilities that are needed for providing direct resources to manage areas of demand (Stone et al. 2020).
- Having proper training enhances the performance of the HR department, which will lead to better management of employees

5. Benefits of training and development for an HR Officer

-The role of an HR department in an organization

-Technical trainings for HR



- The role of the HR department was found to be related to enhancing training approaches along with enhancing employee benefits.
- The purpose of HRM is related to maximising the productivity of the business along with optimising employee effectiveness (Chowdhury et al. 2022).
- Technical training is needed for enhancing skills and knowledge along with planning activities to target certain competencies.

6. Conclusion

-Need for trainings

-Knowledge an HR needs



- From the study, it came to know about the need for effective training for the HR team, which will be useful in enhancing the employee turnover rate.
- It has been mentioned about the need for data-driven and analytical knowledge for managing the value and performance of the employees.

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Appendix

Appendix A

Key expectations of HR Officer Roles

As a human resources (HR) officer you will develop, advise on and implement policies relating to the effective use of staff in an organisation. In the role your aim is to ensure that the organisation that you work for employs the right balance of staff in terms of skill and experience, and that training and development opportunities are available to colleagues to enhance their performance and achieve the company's business aims.

HR departments are expected to add value to the organisation they support. The exact nature of the work varies according to the organisation, but is likely to include: working closely with various departments, increasingly in a consultancy role, assisting line managers to understand and implement policies and procedures, promoting equality and diversity as part of the culture of the organisation.

- ✓ liaising with a range of people involved in policy areas such as staff performance and health and safety.
- ✓ recruiting staff, which involves developing job descriptions and person specifications, preparing job adverts, checking application forms, shortlisting, interviewing, and selecting candidates.
- ✓ developing and implementing policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures, and absence management – preparing staff handbooks.
- ✓ advising on pay and other remuneration issues, including promotion and benefits, undertaking regular salary reviews.
- ✓ negotiating with staff and their representatives (for example, trade union officials) on issues relating to pay and conditions.
- ✓ administering payroll and maintaining employee records, ✓ interpreting and advising on employment law, dealing with grievances and implementing disciplinary procedures.
- ✓ developing HR planning strategies, which consider immediate and long-term staff requirements, ✓ planning and sometimes delivering training – including inductions for new staff.
- ✓ analysing training needs in conjunction with departmental managers.

Name: Isabella Illusi				
	Very good	Good	Adequate	Little or no experience
Communication Skills				
Drafting contracts of employment		✓		
Taking notes of disciplinary investigations		✓		
Producing written reports			✓	
Produce material to support presentations		✓		
Delivering a training session	✓			
Resolving disputes/complaints			✓	
Interviewing		✓		
Advising on HR issues		✓		
Job role: Human Resource Officer				
	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
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 views of others to help			✓	
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				
Date				

