

Developing
Relationships
and Workplace
Achievements
(BMSW 5102-
A1)

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The ASDA logo is a large, bright green circle with the letters "ASDA" in white, bold, sans-serif font centered within it.

ASDA

Introduction to HR Officer Role

- The Human Resources Officer at Asda UK is responsible for fostering an environment where all employees feel valued, appreciated, and empowered to do their best work.
- Human resources managers are responsible for creating and enforcing policies and procedures, managing employee relations, conducting recruitment and onboarding, and distributing wages and other benefits.
- Human Resources (HR) Officers at Asda UK must be well-versed in employment law and labour regulations to guarantee the company's full compliance in these areas, and they must also prioritise their own professional development and that of their staff in order to meet the dynamic demands of the workplace (Asda, 2023).



HR Officers make Asda UK successful. They create and implement HR policies and processes, manage employee relations, recruit and onboard, and manage payroll and benefits to support and motivate employees. HR Officers must be current on employment law and labour rules to comply. Continuous learning and development enable Asda UK to adapt to workplace changes.

CIPD Professional Map

- Standardization guidelines for human resource specialists can be found in the CIPD Professional Map.
- It serves as a guide for determining which HR skills are most important and how to hone them (Cheese, 2023).
- It consists of ten distinct fields of expertise and four fundamental sets of abilities, attitudes, and practises.



HR pros need the CIPD Professional Map. It helps identify and build HR skills. It has 10 professional categories and 4 essential knowledge, skills, and behaviours. They identify avenues for professional development. It keeps HR professionals current and ready to serve. Human resource professionals are able to better themselves by focusing on the following areas of expertise: leading HR; engaging and empowering people; consulting and advising; business partnerships; insights and solutions; organisation design and development; service delivery and information; performance and reward; employee relations and talent planning; and advancing and improving their professional competencies.

Training and Development Need Analysis

- A Training Need Analysis (TNA) is a method for comparing current and desired levels of performance and determining where improvement is needed.
- The knowledge, skills, and abilities (KSAs) essential to carry out a task successfully are determined by TNA (Marisol, 2019).
- Employees' present levels of knowledge, skills, and capacities are evaluated, and any discrepancies between those two states are exposed.
- Surveys, interviews, focus groups, analyses of jobs, and other forms of research and investigation are all employed in TNA.
- Instruments such as questionnaires, job descriptions, and performance evaluations are employed in TNA.



Training requirement analysis is an essential method for making sure that workers have the information they need to do their jobs well. By conducting a TNA, businesses may see where they fall short of their goals and develop strategies to close the gap. Surveys, interviews, focus groups, job analysis, research, questionnaires, job descriptions, and performance evaluations are just some of the methods and tools that can be used to carry out a TNA. Companies may guarantee that their workers will be well-equipped to push the company forward by using these strategies and resources.

HR Officer Competencies

- **Communication:** In order to communicate with other departments and stakeholders in an efficient manner, the candidate must have great communication skills.
- **Collaborating:** They need to have the ability to work well with others in a group setting and be an excellent collaborator with a variety of skill sets.
- **Problem-Solving:** In order to be able to recognise and address any potential complications, you are required to have good problem-solving skills (Nankervis, and Cameron, 2023.).
- **Analysis of Data:** The candidate must be able to evaluate data in order to recognise patterns, trends, and potential improvement areas.



Human Resource Officers at Asda UK must be well-versed in all aspects of business, including administration, marketing, finance, and operations. The ability to manage employees and collaborate with other departments depends on possessing these abilities. Effective communication skills are a must for Human Resources Officers, as they are responsible for relaying information to other employees. They need to be able to contribute to a group effort and cooperate with others to solve problems. Human Resources Officers also need to be problem-solvers who can anticipate and address problems as they arise. Finally, they need to be able to analyse data to spot patterns, anomalies, and potential improvement zones.

Training and Development Plan

- Identify job duties and responsibilities
- Analyze skills and knowledge required
- Identify appropriate training programs
- Identify resources available for training
- Identify potential development opportunities (Indeed, 2022)



Identifying the HR officer's primary tasks is the first step in designing an effective training and development programme. Doing so will aid in the determination of the necessary qualifications for the position. When these are found, the next step is to locate suitable training opportunities. Training can be provided at work, away from the job, or through specialised programmes designed to impart the necessary skills and information. It is also important to identify training resources such as mentors, online courses, and other training materials. Finally, chances for professional growth, such as conferences, seminars, or other events where the HR officer can expand their skillset, should be pinpointed.

On-the-Job Training

- Job shadowing
- Mentoring
- Coaching
- Job rotations (Pastore, and Pompili, 2020)



Training while working is a great way to quickly improve an employee's skills and knowledge. On-the-job training and development can be achieved through work shadowing, mentoring, coaching, and job rotations. Job shadows monitor workers to learn about their jobs. Mentoring involves experienced workers teaching less experienced workers in an organised way. A more experienced worker coaches a colleague on a job function. Finally, a work rotation lets employees learn about diverse parts of the firm. These four methods can boost employee performance.

Off-the-Job Training

- Learning new things away from the job can help you excel in your current position.
- It consists of things like in-person classes, virtual lectures, and conventions.
- At a workshop, participants learn from and receive guidance from a subject-matter expert (Betterup, 2022).
- Participants in a seminar can gain insight into a specific topic from a recognised authority in that area.
- Meeting and conversing with experts from other fields is a great benefit of attending conferences.
- Courses taken online allow you to learn at your own speed and master a wide range of subjects without leaving your home.



Training and education outside of the workplace are crucial components of a balanced career development strategy. Workshops, seminars, conferences, and online courses are just a few examples. Conferences, seminars, and workshops are great places to gain knowledge and make connections with other professionals in your area. Take advantage of the convenience of online learning to expand your horizons and advance your career prospects.



Learning and Development Theory

- Adult learning theories explain how adults learn and develop skills.
- It emphasises adult learning as a process of meaning-making.
- It can be used to train and develop HR professionals by giving them relevant, engaging, and self-paced activities and experiences (Vyond, 2021).
- Adult learning theory promotes self-directed learning and learning ownership.
- HR Officers need resources and feedback to succeed in their learning and development.

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Training Evaluation

- Training evaluation is important for determining the effectiveness of HR officer training and development programs.
- Kirkpatrick's four-level model of evaluation is widely used to evaluate training programs.
- The four levels are:
 1. Reaction of Participants
 2. Learning
 3. Behavior
 4. Results (Kitaboo, 2023)



Kirkpatrick's four-level model is used to evaluate training. The four layers are participants' responses, information, behaviour, and outcomes. In this step, we ask trainees for input. Stage two assesses learning. The third step assesses the training's behavioural change. The fourth level evaluates the course at the end.

Continuous Professional Development

- Human Resources Managers/Directors/Directors/Directors should always be learning and growing in their profession.
- Human Resources Officers can improve their effectiveness on the job and advance in their careers by engaging in professional development opportunities that keep them abreast of changing trends and best practices in the field (Gallegos, et al., 2021).
- Human Resource Officers that invest in their own professional growth are better able to keep up with the latest developments in their field.



In order to keep up with the latest developments in their field, Human Resources Officers must engage in ongoing professional development. Human Resource Officers can keep up in their field, perform better on the job, and advance further in their careers if they commit to continuous learning and development. Investing in one's own professional growth is a wise move that benefits both the worker and the company. Human Resources Officers need to be aware of developments in the field and well-equipped to deal with unexpected obstacles.

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