

Developing yourself as an effective human resources or learning and development p...

[Business](#), [Human Resources](#)



Title of report: Developing Yourself as an Effective Human Resources or Learning and Development Practitioner

Table of Contents

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Subject: Developing yourself as an Effective Human Resources or Learning & Development Practitioner

Introduction

1. 1 The Human Resources Profession Map (HRPM) – Knowledge, Skills and Behaviours
2. 1 HR Customers – Meeting Their Needs
2. 2 Methods of Communication – Advantages & Disadvantages
2. 3 Effective Delivery of Service
2. 4 CPD & Self Assessment
3. 1 Development Plan
3. 2 Development Record

Bibliography

Introduction

The assignment will discuss what relevant skills I need to acquire in the Learning and Development specialist area, through the 4 main bands and 8 behaviours I need to abide by in order to create my own credibility and become successful in the Human Resources Department.

1. 1 The Human Resources Profession Map (HRPM) – Knowledge, Skills and Behaviours

As a CIPD member, I have access to the Human Resources Profession Map (HRPM), which assists my capabilities “ against the activities, knowledge and behaviours” and enables me to “ access recommendations for development” 1. The map is very easy to use and is constructed around 10 professional areas and 8 behaviours all HR Practitioners should aim to have throughout their careers, built around different skills in four bands. The HRMP displayed in (Figure 1) reveals what these behaviours and skills are below.

Fig. 1

The Core of the HR Profession Map

Despite whichever role a HR Practitioner specialises in, it is vital the two core professional areas are understood and applied in any business you work in. They are both recognised as a great foundation to start and maintain your career as a successful HR practitioner.

The first core area is known as Insights, Strategy and Solutions. This area can secure your role as a practitioner once mastered, as it will prove that you are aware of an organisation’s overall performance. You will need to maintain the effectiveness of the business functions, and demonstrate development requirements. You need to understand the business and its day to day operations. Additionally, you will need to be able to investigate

potential risks which can have an impact on the business. Once you recognise them, you will need to analyse strategies and solutions minimise them at all levels.

The second core area on the HRMP is Leading HR, as all practitioners need to demonstrate effective leadership skills. This is mainly gained through experience and knowledge throughout your career. On the CIPD website it states that you need to ask yourself the following: “ How do I lead myself, others and activities to ensure I am contributing to sustainable organisation performance?”² As a leader in any organisation, you need to be able to drive yourself and others who depend on you. Not only that, but you need to provide insights and solutions to the design and delivery of a business, as well as sticking to finances and budgets.

My passion is to get into the Learning and Talent Development sector. My current position in my workplace is a Trainer, carrying out Induction Training for all new starters in our business. I am confident in interacting with all people, and I have gained experience in presenting, engaging and leading group discussions. I would like to develop skills of all employees, identifying their needs and goals which will motivate them to grow and learn in the company.

My level of expertise places me at Band 1 on the Learning and Talent Development Professional Area on the HR Profession Map. I still need to gain experience and knowledge in many areas, as well as develop 18 behaviours

explained below, which shape the role of an effective Learning and Development Practitioner.

1. Curious - I can be very analytical, challenging and inquisitorial. I constantly have a thirst for knowledge which has led me to gain a CIPD qualification.
2. Decisive Thinker - I can take a long time to come to a decision as I sometimes can over analyse, which may lead indecisiveness.
3. Skilled Influencer - I feel strongly about the points I raise and I am confident in communicating with senior management.
4. Personally Credible - Can only be attained through gaining experience in career and proving to peers, managers and customers that I am constantly professional, delivering excellence and adding value to my organisation.
5. Collaborative - This is my strongest asset as I am very adaptable and able to work in a small or large group whether it is in or outside of work.
6. Driven to Deliver - I am driven and persistent to achieve goals to the highest of quality, not afraid of challenges and obstacles.
7. Courage to Challenge - I can be bold and brave sometime, however the real challenge is to maintain the courage at any given circumstance.

8. Role Model - All employees should aim to lead by example. I need to ensure I am delivering excellence, accuracy and precision, acting in a professional way to set standards for all employees.

2. 1 HR Customers - Meeting Their Needs

As a Learning and Development Practitioner, I am fully aware of the importance all customers have in any organisation and I need to meet their needs and deliver the promised level of service at all times. " HR professionals are trusted with each employee's dreams, aspirations, concerns, worries, and fears" 3 It is also vital to bring results and achieve all targets as well as have an impact on the performance of my company.

Based on the services my company provides we have 3 types of identifiers:

Management requires support and advice. HR needs to ensure they abide by the processes and procedures as well as the legislation laws. HR is expected to help with diffusing difficult situations between Managers and Employees. As an L&D Practitioner I need to understand the workforce and the learning and talent development needs of each Manager at any level.

Customers depend on the strategic approach of HR, expecting HR to be proactive by noticing problems and addressing them with the relevant people in the business. Customers need to receive fair and equal treatment, as they "(...) expect to pay a price relative to the standard demanded." 4

Employees depend on HR in times of change, who should give good advice, be unbiased, fair and understanding. I will need to provide support in regards to technology and ensure all employees are qualified and skilled.

2. 2 Methods of Communication – Advantages & Disadvantages

Methods of Communication

Advantages

Disadvantages

Email

Fast response of delivery and answer

Email trail can act as evidence

Can contact large group at once

Sending big figures/facts/files securely

There is no limit how much information can be sent

Can be interpreted incorrectly

Less social interaction

Eyesight can be affected

Need to have internet access

Can spread viruses to computers

Telephone

Saves times typing up an email

Minimises misunderstandings

Voicemail option if call is unanswered

Able to call any country; any place

Can be private between recipient, unless it is a conference call Immediate feedback to question

Recipient must be available to receive telephone call

Line can be engaged which slows down process

More expensive than internet calls or emails

Bad connection

Non verbal communication is non-existent

Face to face

Visible body language

More personal

Loyalty and value of person you are travelling to meet

Allows you to build relationships

Interaction between all participants

Lack of privacy if someone overhears

Less cost effective if required to travel far

Require interpersonal skills

Need to reply quickly and on the spot

Lack of proof to backup conversation between each other

2. 3 Effective Delivery Service

Expectations are very high in any organisation for all its customers, whether it is the clients, managers, vendors and employees. The HR Department is expected to produce proficient and helpful advice which in return will

generate consistency and good work ethos for all users in the company. The examples below are key in delivering an effective service:

Delivering service on budget – effective planning of cost spread and budget allowances enables the business to be more successful amongst their competitors, additionally producing profit and revenue, sustaining its credibility and loyalty from its users.

Dealing with difficult customers – every difficult situation should be handled in a professional, consistent, firm and assertive way. Without customers the company would not exist, therefore they should always feel appreciated, valued and understood. In return, the reputation of the organisation will be trustworthy, plausible and desirable by more customers. Delivering service on time – each task or request always seems to be a priority, however the organisation will help manage workloads and will avoid repercussions if handled in a timely manner. Handling and resolving complaints – depending on the nature of the complaint, the person should always feel security and understanding. The HR Practitioner handling this query should always remain unbiased and if unclear, always ask for more clarity so the complaint is handled in a sensitive and understanding way.

2. 4 CPD and Self Assessment

The Continual Professional Development (CPD) proves how much a HR Practitioner is dedicated to their job, as continuing your own development constantly throughout your career emphasizes your commitment. Enhancing

your skills will also make you stand out from competitors and offer higher paid promotions or new job opportunities.

In order to develop my skills as a HR Practitioner, I can shadow my HR Manager, attend CIPD Branch Events and focus on Self Directed Learning. As a CIPD member, I can also upgrade my membership to an Associate Member where I will have to focus on the following:

Criteria

Current Status

Development Areas

Giving advice to Management across the organisation and delivering activities according to HR plan Currently only provide deliverable to Management and on occasion questioned for advice due to knowledge of job Become more creative and proactive. Be more open with innovative ideas and built relationship with Management Developing interpersonal and technical HR skills and knowledge, as well as gaining understanding of company from first hand experiences. Currently studying and attending first two CIPD branch events in September 2013. Need to network and lead discussions in forums. Ask manager if shadowing HR Advisor is a possibility during August Competency Review Offering advice to employees and individuals, by creating trusting bond with people Building rapport with people is my skill and people find it easy to confide in me Need to continue creating trusting relationships with others at higher levels.