Human Resource Department: An Effective Evaluation

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Abstract

For any organization, the value of having staff who are both well-educated and highly motivated cannot be stressed. Firms establish a strategic HRD framework that is connected with the organization's objectives to attain this purpose. If a firm wants to be successful, it must continuously work to develop the talents of its employees. The Four Stages of HRD Framework will be described in this article, and it is suitable for every company.

It is important for individuals to work on developing their public speaking skills throughout their lives. When individuals communicate with family members, relatives, friends, neighbors, and community members, at educational institutions, with instructors or fellow students, or in employment settings, with supervisors, managers, employers, or colleagues, they must be able to talk in public. When it comes to public speaking and dealing with a range of companies, human resource development (HRD) is crucial. Everyone gets the same chance to speak and present at these seminars and workshops. In other words, human resources should practice public speaking. Public speaking skills are necessary not just in academic and professional settings, but also in social, cultural, religious, economic, and political situations. When people put their skills to good use, they may become more productive members of society. This research paper focuses on the meaning and significance of public speaking talents, the situations in which they are employed, the many types of public speaking skills that exist, and the strategies for improving them.

What is HRD Framework?

HRD acts as a foundation for firms to improve their employees. It contributes to the development of their own as well as the organization's abilities, knowledge, and skill set. One of the most essential roles of HRD is to retain and motivate employees. In the past, it was an effective approach to rekindle employees' enthusiasm for the company's success.

Why is HRD Framework Important in public Speaking?

The human resource development framework is critical since it ensures that the firm's employees get the necessary training and support. The basic objective of performance improvement is to enhance efficiency. Its mission is to develop the most productive workforce possible while maintaining an exceptional level of customer service in order to accomplish the organization's goals. Speaking in front of a big crowd involves a certain set of competencies, referred to as public speaking, in any kind of human resources training (Better Public Speaking, 2020). From the earliest stages of childhood, individuals must work to develop these abilities. Whether you're addressing an audience in a conference room or delivering a speech to a big group, public speaking talents will be required on a regular basis. While practicing public speaking, individuals must consider a variety of issues.

How does HRD Framework Works for Public Speaking Analysis ?

Employers or subordinates may provide informal employee mentoring under the Human Resource Framework. Both are important in their own ways.

When an employee receives formal training, he or she gains an understanding of the company's culture and conventions, as well as the job itself. In contrast to formal education, informal education includes training from a manager or other business personnel on topics such as company culture and other pertinent issues. As a result, ties between workers and colleagues are fostered and maintained, resulting in increased output.

As stated by human resource development, public speaking entails building self-confidence, communicating clearly and fluently, connecting with the audience, and assessing the audience's needs. Additionally, it demands maintaining consistent body language and facial expressions while avoiding signs of anxiety or fragility, as well as using polite language and respected phrases while delivering factual information. One of the primary downsides of these skills is that they make folks feel uncomfortable and exposed. They are able to transcend their feelings of insecurity and vulnerability through consistent practice.

Objective of the HRD Framework

The HRD Framework includes developing and sustaining personnel skills and competences. The major objective is to always have a highly trained and competent staff accessible. It will come in handy in the future. Advances in technology and education have broadened the capacities of human resources in the contemporary economy. Companies are working on increasing staff training in order to take advantage of these promotions.

An HR director's network should extend well beyond their current job in order for them to be successful. According to Laura Harrison, the CIPD's strategy director, a person who can create a compelling story about a brand is really valuable.
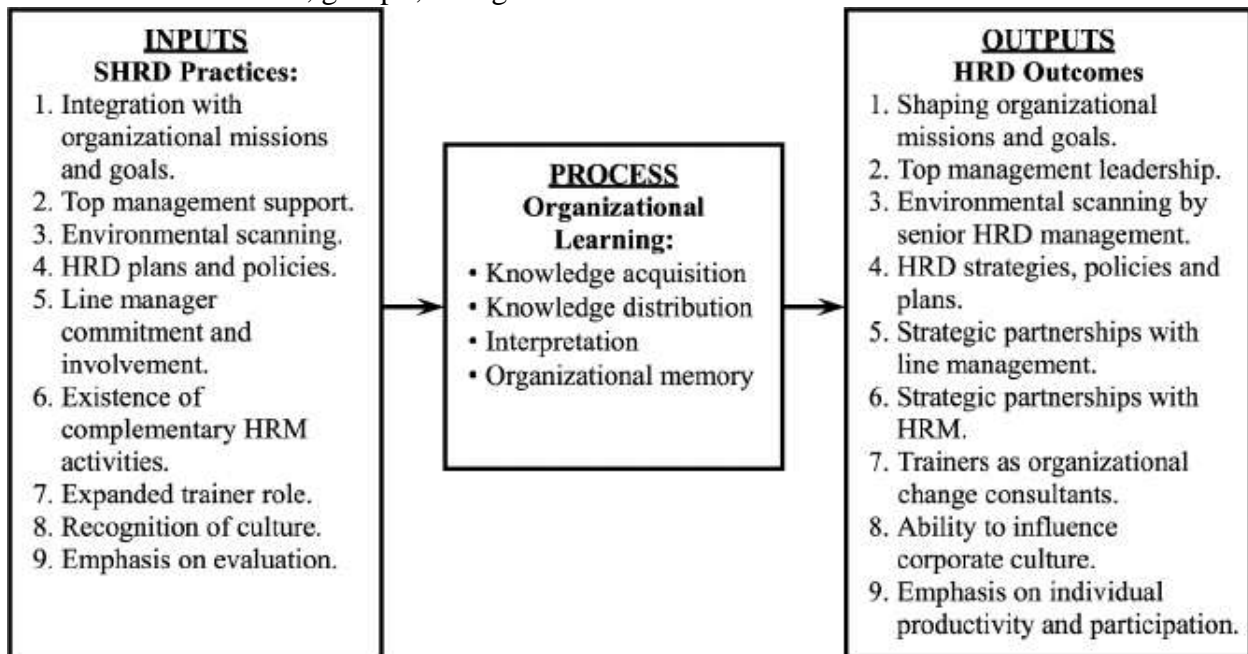
She adds that a well-spoken HR director who can speak about the company's L&D programs and innovative employment policies may do a lot of good for the company's employer image.

This helps to recruit the best and brightest to the workforce, which benefits the economy as a whole.

According to her, "if senior HR professionals can go out and explain the story of their work, the values of their organization can be promoted across the media." This is beneficial not just to your firm, but also to the HR profession as a whole. " Building what we call 'professional capital,' or trust and authority, may help you accomplish your objectives.

Meanings of HRD:

The American Society for Training and Development states that 'human asset development is the process through which we may enhance our human asset limit.' There are several methods to enhance an individual's, group's, or organization's human structure.

INPUTS
SHRD Practices:
1. Integration with organizational missions and goals.
2. Top management support.
3. Environmental scanning.
4. HRD plans and policies.
5. Line manager commitment and involvement.
6. Existence of complementary HRM activities.
7. Expanded trainer role.
8. Recognition of culture.
9. Emphasis on evaluation.

PROCESS
Organizational Learning:
• Knowledge acquisition
• Knowledge distribution
• Interpretation
• Organizational memory

OUTPUTS
HRD Outcomes
1. Shaping organizational missions and goals.
2. Top management leadership.
3. Environmental scanning by senior HRD management.
4. HRD strategies, policies and plans.
5. Strategic partnerships with line management.
6. Strategic partnerships with HRM.
7. Trainers as organizational change consultants.
8. Ability to influence corporate culture.
9. Emphasis on individual productivity and participation.

Primary Objectives of HRD in public speaking

We may have a better understanding of HRD objectives by concentrating on the critical nature of human resources and using the 'Baldridge Award' assessment cycle, which is given globally to a quality association. Association human resource development rehearsals should be utilized to develop/understand the association's workforce's full capabilities, including administration. The HRD's four primary objectives are as follows:

To guarantee the complete development of the association's human resources:

The first step in developing a customized human resource development strategy is to construct a framework within the company that allows workers to work on their own projects. Workers would have the opportunity to air their grievances with management in front of a huge audience. Managers also consider representatives' emotions, and then recommend them (although not in a straightforward manner) in order to generate. Individuals differ significantly in their natures and features. While presentations may be stressful for some, they can also be entertaining for others.

To ensure the association's growth, it is vital to provide an atmosphere in which representatives may discover, produce, and use their own insight:

Additionally, human resource development professionals seek to establish an atmosphere that motivates workers to give their all. An HRD software engineer utilizes all of a worker's abilities, capabilities, and expertise to the fullest extent possible. Innovative ideas and techniques would be promoted and rewarded inside the company. They will appreciate the value of public speaking talents when they are properly prepared and capable of overcoming anxiety, fear, and trepidation.

To retain, recruit, and energise a highly qualified workforce:

When a business discontinues its human resource development program, it often loses some of its most skilled personnel. In the eyes of its members, the organization provides a perfect environment for them to reach their full potential. When an organization acknowledges and honors its members' competence, it may persuade them to reconsider. Associations with a poor track record of human resource development will have a difficult time changing the minds of its affluent and prominent members.

To develop a more ordered data age:

Human Resources Development (HRD) programs assist businesses in obtaining information on human resources for the goal of planning, organizing, developing, and arranging positions, vocations, and advancement. Human resource development is a well-organized and efficient technique for enhancing staff productivity. The organization's future goals and objectives are set by everyone, both on an individual and corporate level. Human resource development (HRD) is the process through which an individual's abilities, talents, and skills enable him or her to seek out attractive business opportunities wherever they may be. Additionally, human resource development should concentrate on increasing workers' capabilities to enable them to perform more efficiently.

Four Stages of HRD Framework in Public Speaking Programs

Human resource development benefits the organization's employees by providing a framework for their professional and personal development. Additionally, the company's general development is emphasized, as is employee career progression. When it comes to increasing employee productivity in order for a business to compete and profit, human resource development is a critical method. The company adheres to the Four Stages of Human Resource Development Framework, which includes the following:

1. Assessment
2. Design
3. Implementation
4. Evaluation
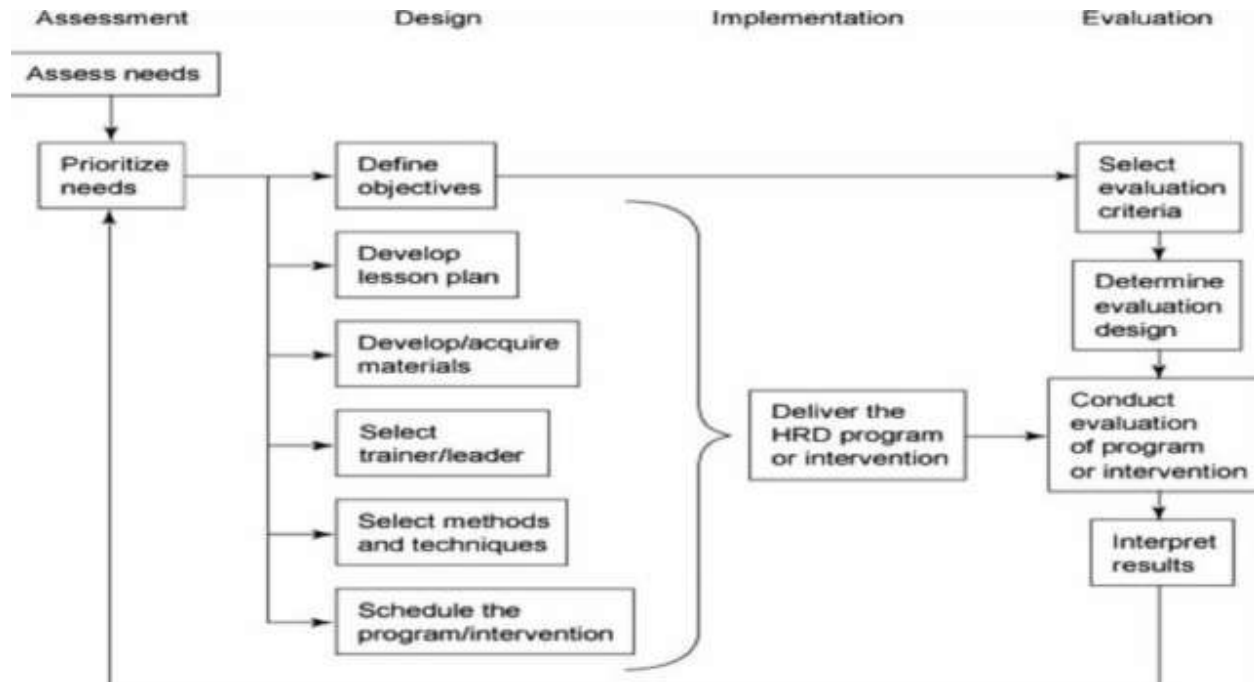
Below is the elaborated description of every HRD Framework Stage:

1. Assessment of Public Speaking

Assessment, according to the HRD Framework, comprises prioritizing needs, grasping and assessing individual performance, job tasks, and the corporate environment as a whole. It is critical to understand the gap between one's current skill set and the one necessary to do a certain task. This level starts a four-step structure for human resource development.

An assessment is the first step in determining the specific skill set required to perform a particular function. As a result, after the shortfalls are detected, the prospective employee's competency is enhanced via quantitative knowledge and performance targets. Public speaking talents may be enhanced via educational institutions' training programs. To assist students in succeeding, educators in these programs apply excellent teaching and learning methodologies, resources, and instructional strategies. Individuals may enhance their public speaking talents if these traits are advantageous and obvious.

Training requirements may be determined by comparing what a business expects of its personnel to what it gets. Additionally, it indicates who should get training, whether they are new or current employees.

Need Assessment

The Needs Assessment process establishes objectives and ways for accomplishing those objectives. It illustrates the disconnect between the company's current talent pool and the competencies required to perform at a higher level. Employers may utilize human resource development to close the gap between an employee's existing talents and those necessary to do the job effectively.

Concentration training is another critical factor for kids. If they can maintain attention, they will be able to develop their public speaking talents. Individuals will recognize their significance after they are effectively applied in educational institutions and companies.

A need might be an existing weakness or a brand-new issue that demands a reassessment of how the business operates. When assessing a need, the individual, job responsibilities, environment, and personal preferences are all considered.

Gap Analysis

To do a Gap Analysis, you must first contrast your present performance with your desired performance. The first step is to assess the organization's performance and that of its employees. Two components of the equation are the current condition and the ideal scenario. It is critical to recognize the fundamental difference between these two techniques.

Practice is a critical component of this subject. Individuals may enhance their public speaking talents via consistent practice. Concentration is another issue that learners must consider. If they can maintain attention, they will be able to develop their public speaking talents.

2. Designing the public speaking program for employees

The company's business strategy and objectives must be included into the HRD process to establish a successful HRD program. An HRD program is a set of methods for training and development that is implemented as part of a larger program. The construction of the training program begins when the needs have been correctly recognized. It addresses both the substance of the training and how it is delivered. When people understand the value of excellent public speaking abilities, their lives improve. Individuals do not focus on honing their public speaking skills in particular settings, according to study, because they believe they will not have the chance to speak in front of others. In order to pursue their educational ambitions and improve their employment chances, they will need to focus on honing their public speaking abilities.

Factors Consider developing a public speaking HRD program.

The "X" Factor": the degree of expertise, the amount of time, the number of trainees, the subject matter, financial resources, and the size of the HRD organization all play a part (other conditions)

There are many factors to consider when selecting a vendor for an IT project, including the following:

The HRD program may be delivered online or offline, depending on the needs of the employer. To summarize, the steps involved in incorporating HRD into employee training are as follows: The goal of a training session should be clearly defined before it is implemented. It has to do with the company's objectives and the talents needed to attain them.

The next step is to create a lesson plan, and now is the time to get started. The training course comes with instructions and a full explanation.

The acquisition or collection of training materials is the next phase in the HRD program. Whether in a classroom or online, these aspects are critical.

It's critical to find the correct trainer or leader to help people improve their talents. Anyone, whether the employer or a professional trainer, might be the culprit.

To impart education, a lecture, role play, conference or group discussion, or online training approaches, for example, might be used.

The final training program may be organized after all of the materials have been collected. The company's customs decide this.

3. Implementation of public speaking

Effective human resource development programs or interventions need a good assessment and planning phase. Execute plans or replies using the most appropriate and trustworthy approaches. Personal, professional, and public speaking are all situations in which public speaking abilities are used. Each of these components has a role in an individual's everyday routine. They must engage with other individuals in these areas. Communication between individuals or groups is allowed, but both sides must speak in front of a huge audience.

Techniques for developing public speaking abilities

Training will begin immediately upon the establishment of training criteria and goals. To establish the most efficient method of providing human resource development interventions, one must first understand why training is being delivered. The content of the training program is critical. Employee engagement and productivity are predicted to increase when workers acquire new skills or improve current ones. The training approaches that will be employed in the program are as follows:

- **On-the-job Training (OJT)** This method leads to the employee to learn the job by actually performing it. The types of OJT are Job Instruction Training (JIT), Job Rotation, Coaching, and Mentoring.
- **Of-the-job Training** – This method involves the employee to be shifted away from their place of work to provide training. Types of Off-the-job Training are Case Study Method, Management Games, Distance learning, Sponsored higher education courses.
- **Apprenticeship Training** – This is a combination of classroom training and OJT. It is a structured process to enhance the skills of an employee with a set of instructions.

- **Distance/Internet-Based Training** – This is a prevalent type of training method that doesn't require the trainer or trainee to meet at one place. Through video-conferencing, telephonic training and over the internet, the practice has done.
- **Simulated Training** – This method involves the use of simulator equipment where the employee can feel the actual environment and work accordingly.
- **Computer-Based Training (CBT)** – This method leads to training the employee as per his time availability. CBT can also provide a progress report from time to time for better engagement.
- **Audiovisual Media** – Brings visual senses (seeing) into play, along with audio senses (hearing)

- **E-learning** –
  - General communications
  - Online reference
  - Needs assessment, administration, testing
  - Distribution of CBT
  - Delivery of multimedia

4. Evaluation of Public Speaking

Participants will assess the program at the conclusion of the HRD process and training sessions. This phase assesses the effectiveness of the HRD intervention. Students and professionals in a variety of professions are all a part of the group's working life at the moment. For instance, education and employment in a variety of settings, such as a school or a business, are critical components of a professional's career growth and revenue creation. Public speaking is acceptable in many fields and occupations. Seminars and workshops are offered at all levels of education and in a wide range of settings. Everyone has the chance to speak at seminars and workshops. As a consequence, this demonstrates that public speaking skills are also used in professional settings. When these skills are applied effectively and efficiently, they assist individuals in obtaining promotion opportunities, receiving recognition and rewards, maintaining cordial terms and relationships with others, performing job duties effectively, and achieving both professional and personal goals and objectives. As a consequence, everyone in the group understands the value of public speaking. Additionally, they significantly contribute to a feeling of job satisfaction.

Evaluation Purpose

The purpose of the assessment is to evaluate whether or not the program meets its stated objectives and retains employee engagement throughout the session. Finally, it enables employees to capitalize on their abilities while simultaneously overcoming their limitations. Furthermore, it works as a technique of motivating individuals to work harder. This is how future participants and the program's progress will be collected.

Textbook definition

"The systematic collection of descriptive and judgmental information necessary to make effective training decisions related to the selection, adoption, value, and modification of various instructional activities."

"Any attempt to obtain information (feedback) on the effect of training program and to assess the value of training in the light of that information for improving further training."

Measurement of the Effectiveness of the HRD Program about public speaking

The HRD program's effectiveness measurement ensures the effectiveness of the program against the costing occurred. The application should lead to encourage the employees to work with more engagement and excitement at the same time using the new or the polished skills they have just learned during the sessions. It is also important because it leads to understanding whether the desired goal after training is achieved or not.

How to Evaluate Effectiveness of public speaking

Employee competencies may be assessed before, during, and after training sessions to determine how effective the HRD program is. Additional factors to examine for an appropriate evaluation of the HRD program include:

When determining which evaluation criteria to utilize, participants' emotions, changes in attitudes, talents, and knowledge, as well as the difference between their present performance and that of the organization as a whole, are all taken into account.

The second step is to choose the design of the assessment study in order to appropriately evaluate a program. The first strategy involves taking measurements before and after the HRD program and using them to generate a time series. The second strategy is Controlled Experimentation, the most prevalent and formal evaluation procedure. Furthermore, a controlled group is developed, and data from the training and control groups is collected both before and after training, and the review is completed suitably.

Program or Intervention Evaluation - The HRD program is evaluated using three primary criteria. They are the responses of the participants to the session in terms of like or disliking it. Attendees got new skills and knowledge as a result of the meeting. Another thing to look out for is a change in conduct. Evaluators should look at how the employee's overall behavior has altered after the training.

It's perhaps the most highly awaited category of evaluation. The ultimate result is assessed based on the company's declared goals and objectives. It is up to the evaluator to assess whether or not the final output is consistent with the initial vision. If a complaint was made concerning a participant's ability to work after training, the response of subordinates and supervisors, and the participant's desire to work, the complaint would be based on the participant's behavior after training.

The assessor will evaluate the result based on the participant's response, learning, and behavior. As a result, if it fails to meet the predicted outcome, it has most likely failed to meet its goals.

Advantages and Disadvantages of Techniques to Evaluate Public Speaking

There is a need to formulate measures and programs, which are focused upon elimination of these problems. In rural communities, these problems are more prevalent as compared to urban communities. The individuals in these communities are residing in the conditions of poverty and backwardness. In addition, they are unaware in terms of various areas, which would bring about improvements in their living conditions.

Methods	Advantages	Disadvantages
1. Interview	• Flexible • Opportunity for clarification • Depth Possible • Personal Contact	• High Reactive effects • High cost • Face-to-Face Threat Potential • Trained Observers Needed
2. Questionnaire	• Low cost • Anonymity Possible • Respondent Sets Pace • Variety Of Options	• Possibly Inaccurate Data • Return Rate Beyond Control

3. Observation	• Non- Threatening • Excellent way to Measure Behavior Change	• Possibly Disruptive • Reactive Effect Probable • Trained Observers Needed
4. Written Test	• Low Purchase Cost • Readily Scored and Quickly Processed • Easily Administered • Wide Sampling Possible	• Possible low Relation to Job Performance • Reliance on Norms May Distort Individual Performance • Cultural Bias
5. Simulation/ Performance Test	• Reliable • Objective • Close Relation to Job Performance	• Time consuming • Simulation often Difficult and Costly

Ethical Issues Concerning Evaluation of Public Speaking

a) Confidentiality

b) Informed consent

c) Withholding training from control groups

d) Use of deception

e) Pressure to produce positive results

Evaluation of Training Costs
Cost-benefit analysis

Compares cost of training to benefits gained such as attitudes, reduction in accidents, reduction in employee sick- days, etc. Assessing the needs and requirements of the audience is an important measure, which needs to be taken into consideration in bringing about improvements in public speaking skills. In this measure, the individuals will be able to identify the areas in terms of which they need to be made aware of. For example, in the department of adult and community education, there is a seminar and students are asked to prepare a speech in terms of concepts related to education, then they will make selection of various topics.

Cost-effectiveness analysis

Some of these include, bringing about improvements in teaching-learning methods and instructional strategies, utilization of modern and innovative methods in the system of education, rural education in Pakistan and so forth. Hence, through these topics, the individuals will make provision of knowledge and understanding to others in terms of various concepts related to the field of education.

Conclusion

It is a strategy for enabling workers of a company to maximize their potential in order to accomplish their goals and objectives. When someone are preparing to speak in front of a big crowd, they must be properly prepared. Preparation is critical for developing a firm grip of a range of subjects and concerns. There are several factors to consider while preparing for a job interview.

As a consequence, human resource development (HRD) may be characterized as a set of organized and deliberate activities targeted at guaranteeing that the workforce has the necessary public speaking talents to accomplish both short- and long-term goals. It is a combination of education and training that ensures an individual's continuous growth and advancement. Firms should employ these human resource practices prudently in order to get the most out of their personnel and accomplish their objectives. It is a strategy for enabling workers of a company to maximize their potential in order to accomplish their goals and objectives. When someone is preparing to speak in front of a big crowd, they must be properly prepared. Preparation is critical for developing a firm grip of a range of subjects and concerns. There are several factors to consider while preparing for a job interview.

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