



**In-House
Training**

STARTING IN HUMAN RESOURCES

The solid foundation for the building of superior performers in the HR function



OVERVIEW



PRIMARY OBJECTIVES & BENEFITS

This course is designed to provide participants with a solid grounding in the essential aspects of human resources management (HRM). The 5-day training program covers all of the key HR areas that both HR professionals and functional managers with HR responsibilities should have a good understanding of: recruitment, employee development, performance management and employee relations. The training course will help delegates develop the specific skills and professional in both private and public sectors. Course work stresses practical information and techniques useful in identifying, attracting and retaining employees, and in positioning human resources as a strategic business partner in a highly competitive work environment.

This workshop will help participants to:

1. Understand why do we need HR function.
2. Learn how the HR function is organized.
3. Acquire the basic skills needed for an effective HR Officer.
4. Learn how to interpret HR policies into workable procedures.
5. Learn how to communicate and work with other departments to achieve the goals of HR.
6. Gain an understanding of the recruitment process from the planning stages to how to retain their recruits.
7. Solve the day to day problems efficiently.



WHO SHOULD ATTEND?

The course is suitable for new or recently appointed HR Officers and fresh recruits into HR function. The program is ideal for those who expect to have an HR role in the future.



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Module 1 - Introduction To HR Management

- What is Human Resources today?
- HR management and business success
- Reactive vs proactive approaches to HR management

Module 2 - Basic Skills For HR Officers

- Technical knowledge and techniques
- Professional conduct and the law
- Influencing and negotiating skills
- Developing and maintaining a professional image

Module 3 - Organization Of The HR Department

- Organizational principles and analysis
- Understanding the functions of HR services
- Identifying key roles and functions
- Managing people - from induction to exit

Module 4 - HR Policies & Procedures

- Analyze corporate policy & HR management
- The link between vision, values and policy
- Interpret policies into workable procedures
- Evaluating the success of policy and procedures

Module 5 - Basics Of Recruitment & Selection

- Analyzing external & internal markets
- Employee resourcing & the organization
- The principles of recruitment & selection
- The use of effective selection techniques

Module 6 - Handling Of HR Administration

- Administration as a control vs information gathering
- Developing meaningful HR systems
- Maximizing resources - forecasting & career management

Module 7 - Planning, Organizing Work Activities

- Self-management - key to business success
- The importance of time management
- Prioritizing workloads to meet the demands
- Forward planning & HR strategy

Module 8 - Working With Other Departments

- Communicating the role of HR specialists
- Purveyors of policy or facilitators of change?
- Understanding needs of client organization
- Evaluating the success of HR function

Module 9 - Solving Day To Day Problems

- Consistency is the key to policy & practice
- Management by walking around
- Managing the employment relationship
- Identifying problems by staying close to the customer

Module 10 - Face To Face Communication

- Listening as cornerstone of communication
- Gathering the facts whilst managing feelings
- Techniques to gain objective understanding
- The link between verbal communication and body language

PROGRAM HIGHLIGHT

Duration: 5 days

Date: To be Agreed with the Client Organization

Timing: 8:30 am to 2:30 pm daily

Venue: Suitable & fully equipped venue (to be provided by Customer)

Notice required: 10 working days

Language: English or Arabic

Material: Participants will be provided with high quality handouts

Certificates: Certificates of Achievement shall be provided to participants upon successful attendance of the training program

Fees: Inclusive of facilitator's fees, materials and certificates