



Modern HR Skills for HR Professionals

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Introduction:

HR is becoming one of the most critical and strategic functions in the organization. To allow the organization to get the most from this area you need well trained and prepared staff in HR. This program is designed to cover all aspects of the work of a modern HR (or Personnel) department and is designed to serve as an introduction to HR for newly appointed HR Assistants or as a refresher for those who are in the HR profession. The subjects covered will include all aspects of a modern employment policy presented from the point of view of the HR function. Subjects covered will include:

- Nationalization
- Assessment Centers
- Change Management
- Competencies
- Employee Relations
- Job Evaluation
- Performance Management
- Recruitment and Retention

Who Should Attend?

HR practitioners, HR Assistants, Personnel Officers, HR Administrators, staff who are interested in moving into HR or more senior staff who need an understanding of the key processes involved.

Course Objectives:

By the end of this course delegates will be able to:

- Explain the role and purpose of the HR/Personnel function
- Develop HR policies which meet the strategic aims of your organization
- Apply HR practices which fit the needs of your organization
- Develop a set of HR policies that will reflect the context of the Middle East
- Adapt the practices currently in place in the West
- Identify critical issues in your organization that will need to be addressed
- Develop a high performance culture
- Develop a harmonious relationship between HR and the line
- Write a modern HR policy
- Identify the practices which are appropriate to a particular organization
- Become familiar with the key aspects of HR strategy
- Apply the key principles and practices involved in HR strategy
- Apply the key principles and practices involved in Recruitment and Selection
- Apply the key principles and practices involved in Induction and Retention
- Apply the key principles and practices involved in Performance Management
- Apply the key principles and practices involved in the use of Competencies and T&D, Discipline and Grievance Handling
- Make connections between performance management and merit pay
- Identify best practice in HR
- Draw distinctions between the role of HR and the role of the line manager

Course Outline:

HR in Context and Relationship with the Rest of the Organization & Policies

- The Context for HR
- Writing & Using HR Policies
- Disciplinary and Grievance Issues
- Equal Opportunities
- Harassment Policies
- Absence Management
- Alcohol and Drug Abuse
- Business Travel and Expenses
- Clothing and Dress Codes
- Internet and Email policies
- HR Intranets

Employee Relations

- Employee Relations
- Codes of Conduct
- Change Management
- Communications
- Consultation
- Union Recognition
- Succession Planning
- Suggestion Schemes
- Employee Assistance Programs
- Employee Attitude Surveys

Recruitment: Work-Life Balance

- Employer of Choice

- Recruitment
- Selection
- Assessment Centers
- Redundancy
- Relocation
- Retention
- Exit Interviews
- Sick pay schemes
- Work-Life Balance

Job Evaluation: Reward & Performance Management

- Job Evaluation
- Long Service Awards
- Merit Reviews
- Salary Scales
- Bonus and Incentives
- Overtime
- Performance Management
- Competency Frameworks
- Nationalization

Learning & Development

- e-Learning
- Training Strategies
- Leadership Competencies and Development
- Talent Management
- Coaching
- Mentoring
- Giving and Receiving Feedback

- Secondments
- Career Breaks and Sabbaticals
- International Assignments