



## HR Management Techniques & Processes

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# HR Management Techniques & Processes

## Introduction:

This program deals with the latest innovations and direction of today's Human Resource Departments. This essential program will provide you with the best in new techniques, processes and direction that leading HR departments need to take to be world class. Rapid and radical change is affecting the whole of the world. Some parts of the Middle East are facing significant challenges in terms of growth and competition. In other places the key to prosperity as an organization is seen as controlling costs and maintaining market competitiveness. In these circumstances, companies are increasingly searching for a source of competitive advantage through HR.

## Who Should Attend?

HR Professionals, Personnel Planners, Strategic Planners, Senior Line Professionals, Employee Relations Professionals, Members of project groups who are developing employment practices, Supervisors & Team Leaders taking responsibility for the HR or Personnel Function, Supervisors or Team Leaders who wish to improve their knowledge of professional employment practices, anyone who needs to understand strategy and trends that will transform Human Capital.

## Course Objectives:

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

- Master the new HR strategic process
- Be able to transform strategic requirements into HR objectives using the 6 S model

- Be able to create HR strategic action plans to achieve business objectives
- Be able to provide innovative predictive information
- Have practiced business information interviews and presenting results
- See the big picture for the future of employment and performance through people
- Build your professional confidence
- Identify the context for change – the economic and social changes that are driving employment change
- Identify current employment practices and establish an agenda for change
- Look at international developments in employment practices
- Establish a series of best practices
- Use a strategic model to build an HR strategy, and know where strategy fits into corporate business
- Be able to use the 6 S process to translate strategy into HR action
- Write business action plans to delegate strategic tasks
- Build and produce high level management information
- Know what HR trends to report on and be able to master emergency planning
- Do executive briefings to gather and disseminate information
- Show the added value of HR to your business
- Translate current trends to maximize Human Capital investment

## Course Outline:

### **The Formulation of Strategy, How it Works – The Process Explained**

- Introductions and program objectives
- Why taking HR to executive level is such a good idea – greater opportunities, bigger job – long term security

- Where strategy fits with the Vision, mission and operating plans
- Traditional approach to strategic planning
- The new HR model -10 steps needed to form a HR strategy
- The strategic model how it works

### **Translating Strategic Requirements into Business Action Plans – Including the Formation of HR Budgets**

- The formation of Strategic objectives and how to translate them into the HR 6 S model
- Building Business actions plans
- Building Strategic action plans – getting others committed; No SAP – what can happen
- Producing Executive financial information – unit costs and spend analysis

### **Mastering Predictive Trends & Management Information – Getting the Big Picture**

- Why executives need predictive information
- Executive must be good at predictive information – trend analyse
- Software for predictive planning and trend analysis
- Other predictive factor to review, succession planning, emergency planning
- Key Performance Factors – Maximizing Human Capital
- Measurement tools –organizational maturity, corporate culture etc.
- Relationship between performance and competence
- Valuing human capital – how to do it
- Critical performance indicators
- Presenting at executive level

### **Understanding and Being able to Act on High Level HR Trends**

- World trends – employment, inclusion, new employee expectations

- World business trends – leadership, team working, employment/supervision ratios
- Changing Trends relating to HR

### **The Context for Change**

- The big picture – Free Trade Agreements, World Trade Organization, single currency, social changes etc.
- The strategic response
- Leadership and management style
- Recruitment and retention

### **Managing Performance, Behavior and Culture**

- Performance Management for grown-ups
- Improving managerial performance
- The Psychological Contract
- Climate and Culture
- Coaching, Mentoring; Counseling; Giving Feedback

### **Implications for Employment Practice**

- Work Organization
- The use of Competencies
- Human Capital Management

### **Employee Relations**

- Rights versus responsibilities
- Poor performance procedure
- Disciplinary procedure
- Grievances
- Equal Opportunities

## **The Future for Employment Practices**

- Industrial Democracy
- The role of employee representatives
- Communications
- Consultation
- Involvement