



## Human Resource Management Best Practices

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## Introduction:

The HR function has to be the bridge between the workforce and the organization. It also has to be the eyes, ears and sometimes the conscience of the organization. This course will show you how to build that bridge and how to create an HR function that meets the needs of employees and the organization. This program will cover:

- The essential (or basic) component parts of an effective HR (or Personnel) function
- Ideas for developing the function beyond the essential parts
- The distinctions between the role of line supervisors/managers and the HR function
- Who does what for example with
  - Handling change
  - Recruitment
  - Handling performance issues
  - Use of disciplinary procedure
- The application of the theory of the Psychological Contract (how to get the best from the workforce)

## Who Should Attend?

Professionals or Supervisors acquiring responsibility for the HR or Personnel Function, HR or Personnel Generalists Specialists returning to, or moving to, a Generalist Role, established HR Professionals wishing to obtain new ideas newly

appointed HR professionals, Managers or Supervisors or Team Leaders who wish to improve their knowledge of professional HR.

## Course Objectives:

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

- Describe the role or purpose of the HR function and the contribution the HR function makes to the achievement of organizational goals
- Explain the key principles and practices
- Apply an effective performance management process
- Understand and use Competencies
- Know how to handle disciplinary issue
- Apply some of the key personal skills needed to succeed in HR
- Know how to get the best from their greatest asset - their workforce
- Know how to handle change effectively from an HR point of view
- Know how to increase productivity
- Know how to improve morale
- Know how to improve motivation
- Have an HR function which closely and in a mutually supportive way with the full line management team including Supervisors and Team Leaders
- Be effective in a range of circumstances encountered by HR professionals
- Be confident in their approach to HR management
- Be confident in their dealing with line managers, Supervisors and Team Leaders
- Know how an effective HR function is structured
- Know how to handle a range of employee relations issues
- Be able to define a clear purpose and role for the HR function and to develop and implement an HR strategy

## Course Outline:

### **HR as Part of the Business**

- The Context
- Socio-Economic developments
- Pressures on HR
- The need for change
- Nationalization
- Handling change
- HR's strategic role

### **The Component Parts of the HR Function**

- Recruitment and Selection
- The effective interview
- Using competencies in recruitment
- Induction
- Employee Relations
- Corporate Social Responsibility
- Handling Disciplinary and Grievance Issues
- Equity and Diversity

### **Refinements**

- Performance Management
- The differences between feedback and criticism
- Coaching for performance improvement
- The wider use of Competencies
- The use of competencies in an Assessment Centre
- Ten Tips for Becoming an Employer of Choice
- Coaching and Empowerment

- Branding your people processes
- The Employee Value Proposition

### **The Psychological Contact**

- Satisfaction, Retention and Value
- Identifying the Key Players
- Management Succession
- Motivation
- Developing a Continuous Learning Culture
- Delivering a Satisfied Workforce
- The Messages for Leaders
- Work Organization
- Merit Pay

### **The Way Forward**

- Evolution of HR from Tactical to Strategic
- Employee Relationship Management
- The new HR Roles
- The personal skills needed for the future
- Influencing Skills
- Managing Conflict
- Assertiveness
- Personal Development