



## Human Resources Management Fundamentals

Website: [www.btsconsultant.com](http://www.btsconsultant.com)

Email: [info@btsconsultant.com](mailto:info@btsconsultant.com)

Telephone: 00971-2-6452630

[www.btsconsultant.com](http://www.btsconsultant.com)

# Human Resources Management Fundamentals

## Introduction:

This course provides a comprehensive and modern overview of the role and activities of the Human Resource Personnel (HR) Department. It presents the latest tools and techniques for the effective management of people. The candidates will learn about the processes involved, the systems used and the skills needed to be successful in a modern HR Department. They will explore personnel activities ranging from the recruitment interview to a dismissal meeting, discovering the skills required and the role of the HR Professional in the 21st Century.

- Strategic HRM in the modern organization
- Measuring and reducing absenteeism
- Performance Management in a multi-cultural environment
- Essential steps in employee record security and minimizing identity theft
- Managing employee problems

## Who Should Attend?

Anyone interested in HRM, those who have recently joined a HR or Personnel Department, those who wish to enter the field, any existing HRM personnel who need to stay up-to-date on current practices and trends, managers who would benefit from an understanding of the HR role and function, Occupational Health & Safety and training staff who need to be up to date.

## Course Objectives:

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

- Understand Strategic HRM approaches (SHRM)
- Describe the role and functions of the Personnel/HR Department
- Show awareness of employee resourcing , recruitment & reward
- Describe best practice in working with employees and assisting with employee problems
- Understand performance management in a multi-cultural environment
- State the benefits of HR Planning and HR Ethics

## Course Outline:

### **An Overview of Human Resource Management**

- Introducing Human Resource Management (HRM)
- Human Resource Management V Personnel Management
- Main activities, responsibilities and tasks of HRM
- Introducing Strategic HRM (SHRM)
- Personnel jobs and systems
- Typical department structure – HRM department case study
- Qualifications and professional study
- Personal qualities needed for HRM work

### **Administration & Performance Management**

- Administration and business support
- Monitoring and reporting, e.g. Sickness and Absence
- Absence management case study
- Introduction to HR databases and computer systems
- Security and confidentiality of employee records
- Performance management in a multi-cultural setting

- Appraisal systems and 360 degree feedback
- The employee disciplinary interview

### **Recruiting, Rewarding and Retaining Employees**

- Flexibility and introducing the flexible firm
- Pay and reward, compensation and benefits
- Introducing 'total reward' concepts
- Recruitment and selection
- Assessment and development centers
- The use and limitations of aptitude tests and psychometrics
- Use of references
- Induction for new employees

### **Working with and Assisting Employees**

- Managing employee problems
- Employee Assistance Programs (EAP)
- Complying with employment law
- Equality of opportunity & employee diversity
- Dignity-at-work, Bullying & Harassment
- Grievance and conducting workplace investigations
- Introducing workplace mediation
- Exit procedures and exit interviews

### **HR Planning, Learning & HR Ethics**

- What is learning?
- Training and Development
- Human resource planning
- Integrated HR strategies
- HR and Training and Development

- HRM Ethics
- Professional Conduct
- Personal action planning and continuing personal development (CPD)