



## HR Management Skills for Non-HR Professionals

### **Duration 5 Days**

### **Introduction**

Organizational performance comes from productive and well managed teams and individuals. The leaders of these teams are increasingly expected to take charge of HR Management responsibilities.

This exciting and engaging session will equip participants with the essential HR Management skills they need for success in today's dynamic workplace. Successful leaders are able to:

- Build a good working relationship with their staff - they need to lead, listen, ask, communicate, be fair, respond to suggestions and deal with problems
- Help and support employees to take more responsibility for how they do their jobs by coaching and guidance
- Build effective and productive teams

Also, in today's challenging and competitive global market, employee engagement is paramount, as is retaining talent within the organization.

Therefore anybody with a responsibility for managing staff requires an understanding of HR Management best practice in order get the best out of their team, avoiding pitfalls along the way. This seminar provides the essential practical knowledge and tools to enable leaders to skilfully tackle HR Management issues themselves.

### **Who Should Attend**

- Team leaders, supervisors, junior, middle and senior management team who need to gain a better understanding of the implications that HR Management practice has on their day to day decisions
- HR professionals considering empowering line management
- Any other professionals who have an interest in the subject

### **About Course Provider**

There will be input from a highly experienced facilitator together with workshops and case studies to enhance learning. Discussions, case studies and group work will allow delegates to get fully involved and understand the practical implications of the learning.

The seminar will use a wide range of learning styles, but the principal approach that will be taken is experiential learning. There will be the opportunity during the workshop to experiment and try out new skills and understanding, before finally deciding how to apply and integrate the learning into workplace activities.

### **Objectives**

By the end of the course participants will be able to:

- ✎ Implement the critical areas of HR management
- ✎ Build a good working relationship with their staff
- ✎ Help and support their employees
- ✎ Drive up individual and team performance
- ✎ Motivate and inspire their team
- ✎ Build effective and productive teams
- ✎ Select the right person for the job
- ✎ Specify training and development needs
- ✎ Implement procedures that will retain talented people
- ✎ Assess and appraise performance
- ✎ Develop an action plan to improve performance



## Course Content

- 1. DAY 1 - Introduction to Management's HR Responsibilities**
  - 1.1. Introductions
  - 1.2. Introduction to the programme and logistics
  - 1.3. Typical management responsibilities
  - 1.4. Relationship between HR and the line
  - 1.5. Devolving responsibility down the line
  - 1.6. Enabling HR policies and practices
  - 1.7. Acting on advice or guidance from HR
  - 1.8. Directing and guiding the work of others
  - 1.9. Working with the HR business partner
  - 1.10. The impact of HR outsourcing
  - 1.11. Dealing with conflicting priorities and role overload
- 2. DAY 2 - HR Management**
  - 2.1. An overview of HRM activities
  - 2.2. Organizational Strategies and Change Management
  - 2.3. Integrated HR strategies
  - 2.4. Input to Human Resource Planning
  - 2.5. Talent recognition and management
  - 2.6. Succession planning
  - 2.7. Employee engagement
  - 2.8. Communications and employee voice
  - 2.9. Implications of employment legislation
- 3. DAY 3 - Recruiting, Retaining and Rewarding Employees**
  - 3.1. Job descriptions and person specifications
  - 3.2. Pay and reward, compensation and benefits
  - 3.3. Best Practice for recruitment and selection
  - 3.4. Understanding Competencies
  - 3.5. Behavioral interviewing
  - 3.6. Selecting the best candidate
  - 3.7. The new employee - induction planning
  - 3.8. Recognition
  - 3.9. Retaining talented staff
  - 3.10. Employment contracts
  - 3.11. Avoiding redundancies
  - 3.12. Managing an employee exit
- 4. DAY 4 - Performance Management**
  - 4.1. Introduction to Performance Management
  - 4.2. Setting objectives
  - 4.3. Assessing performance
  - 4.4. Effective Performance Appraisals
  - 4.5. Dealing with the problems appraisals can bring
  - 4.6. The link between competency, performance and training needs
  - 4.7. Building engagement, motivation and loyalty
  - 4.8. The use of assessment and development centers
  - 4.9. Managing discipline and grievance
  - 4.10. Managing absence effectively
- 5. DAY 5 - Training and Development**
  - 5.1. Team Development - Coaching
  - 5.2. Training for current job needs
  - 5.3. Development for future challenges
  - 5.4. Training needs analysis- collection and action
  - 5.5. Compliance and essential training requirements
  - 5.6. Showing added value in training activities
  - 5.7. Methods of adult learning - not just training programmes
  - 5.8. Identifying and developing a successor
  - 5.9. Personal action planning