



# HM107: HR Skills for HR Administrators





## Training Description:

This course will provide delegates with the skills and knowledge to make a valuable contribution to the success and continued effectiveness of the HR function. The subjects covered in this course will provide practitioners to be up-to-date with the latest thinking and approaches. This includes all aspects of a modern employment policy presented from the point of view of the HR function.

This course should cover all aspects of the work of a modern HR unit and is designed to serve as an introduction to HR for newly appointed HR Assistants and/or as a refresher for those who are already in the HR profession.

### This course will feature:

- Role of policies in good people management
- Importance of good employee relations and employee commitment
- Critical features of effective recruitment & selection
- Employee, Management and Leadership development
- Performance management, reward, and remuneration

## Training Objectives:

### By the end of the training, participants will be able to:

- ✓ Explain the role and purpose of the HR function
- ✓ Develop HR policies based on strategic aims of the organisation
- ✓ Apply HR practices which fit the needs of the organisation
- ✓ Adapt the relevant practices currently in place in the Western world
- ✓ Develop a high-performance culture

## Training Designed for:

This course is suitable for a wide range of HR professionals but will greatly benefit those who are working as HR Practitioners, Personnel Officers, HR Administrators, Staff who are interested in moving into HR, Line Managers who need an understanding of the key processes involved.

## Training Program:

### DAY ONE:

- ❖ PRE-TEST
- ❖ HR in Context – Policies
  - Where is HR going?
  - The Context for HR
  - HR on the global stage
  - Nationalisation – public vs. private organisation
  - Overview of HR's role & relationship with other functions
  - The importance of policies - writing & using them

### DAY TWO:

- ❖ Employee Relations - Employee Involvement
  - Employee Relations
  - Internal Communications
  - Consultation & Suggestion Schemes





- Employee Attitude Surveys
- Employee Assistance Programmes
- Union Recognition

#### DAY THREE:

##### ❖ Recruitment & Selection

- Understanding external labour market & demographics
- Recruitment & Selection
- Employer of Choice
- Social Media, Websites and Recruitment
- Handling Redundancy
- Retention & Exit Interviews

#### DAY FOUR:

##### ❖ Learning & Development

- Importance of Learning & Development
- Leadership & Management Development
- Talent Management
- Coaching & Mentoring
- International Assignments
- Succession Planning

#### DAY FIVE:

##### ❖ Performance Management & Reward

- Performance Management & Appraisals
- Competency Frameworks
- Financial Reward & Salary Scales
- Job Evaluation
- Bonuses, Incentives & Overtime

##### ❖ Course Conclusion

##### ❖ POST-TEST and EVALUATION

### Training Requirement:

“Hands-on practical sessions, equipment and software will be applied during the course if required and as per the client’s request”.

Please note that the above topics can be amended as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

### Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Software & General Discussions
- Pre and Post Test





### Training Certificate(s):

Internationally recognized certificate(s) will be issued to each participant who completed the course.

### Training Fees:

**As per the course location** - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

### Training Timings:

#### Daily Timings:

|               |                               |
|---------------|-------------------------------|
| 07:45 - 08:00 | Morning Coffee / Tea          |
| 08:00 - 10:00 | First Session                 |
| 10:00 - 10:20 | Recess (Coffee/Tea/Snacks)    |
| 10:20 - 12:20 | Second Session                |
| 12:20 - 13:30 | Recess (Prayer Break & Lunch) |
| 13:30 - 15:00 | Last Session                  |

**For training registrations or in-house enquiries, please contact:**

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Training & Career Development Department

