



# HM038: Advanced Human Resource Management

## Training Description:

Learning and applying advanced principles of human resource management helps to create more innovative teamwork & corporate transformation. It would also help individuals to improve their lives as well as those whom they manage. Our Advanced Human Resource Management training course is intended to prepare leaders, at all levels within an organization, to serve as change agents and leader coaches.

This intensive training course enhances individual capacity, conceptual skills, practical insights, and the core values needed for delegates to become more knowledgeable in how important HRM is to an organization's success. Then in their roles as supervisors, managers and leaders, they will be able to demonstrate their ability to put Principles into Practice.

### This training course will highlight:

- Self-analysis: Where am I now and what do I know (or not know)?
- Organisational-analysis: How are we approaching HRM?
- Application of principles learned: How will I apply what is learned in my work environment?
- How can I be an effective leader coach and change agent?
- Table Group Discussions: What can I learn from others?
- Feedback Exercises: Assessing learning through in-class exercises

## Training Objectives:

**By the end of the training, participants will be able to gain an in-depth understanding of:**

- ✓ To increase the participant's knowledge of:
  - External influences on HRM such as laws, policies, and regulations
  - Internal influences – organizational strategies and organizational culture
  - HRM outcomes and objectives
  - How to manage the employee life cycle, from recruitment and selection through separation activities
  - The principles of Integration and Identification – two essential retention principles
  - How to develop multi-generational employees through coaching, mentoring, performance evaluations, assessments, and training
  - How to respect employees as people; not just human capital
- ✓ To improve skills in:
  - Diagnosing and solving HRM problems
  - Written and oral communication
  - Critical thinking and analysis
  - Teamwork

## Training Designed for:

This course is intended for All professionals & leaders who need to have in-depth knowledge of how to evaluate their organization's Human Resource Management compared to best practices, anyone who is interested in developing themselves to be a better leader coach and Anyone who desires to know how to enhance their Human Resource Management in today's rapidly changing global business environment.

## Training Requirement:

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

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

## Training Program:

### DAY ONE:

#### ❖ Module 1: HRM and Strategic Leadership

- Our Current Challenges
  - Self-Assessment
  - Organisational-Assessment
- The Role of HRM in Strategic Leadership
- HRM and the 4Cs of Leadership
- The Importance of Capacity-Building in Strategic Implementation
  - HRM and our customers
  - HRM and Employee Performance
  - HRM and Retention
  - HRM and Innovation
- Feedback Exercise #1

### DAY TWO:

#### ❖ Module 2: Enhancing HRM Competencies

- Discussion – Emerging Issues in HRM
- What is our current conceptual foundation for solving HRM issues and planning for the future
- Evaluate:
  - Five Supervisory/Management Core Competencies
  - Nine Human Resource Competencies
  - Eight Transitional Leadership Errors
- Seven Principles of Motivation from the leading theories
- Two Over-Riding but often overlooked Principles in Retention
- Four Leader Coach vs. Manager Scenarios
  - The Ineffective Leader Coach/Ineffective Manager
  - The Effective Manager/Ineffective Leader Coach
  - The Effective Leader Coach/Ineffective Manager
  - The Effective Leader Coach/Effective Manager
- Feedback Exercise #2

### DAY THREE:

#### ❖ Module 3: HR as a Strategic Partner

- HR and Strategic Management
- HR and Strategic Leadership

- Meet today's Employment Pressures and Challenges
- Up-to-date information and current perspectives on the Strategic Alignment of the HR function with organizational objectives
- Advanced Communication and Negotiation Skills
- Design strategies to re-engage employees and heighten productivity
- HRM, Knowledge Management, and Succession Planning
- Feedback Exercise #3

#### DAY FOUR:

##### ❖ **Module 4: The Multi-Generational Workforce**

- Evaluate the preferred work environment and motivations of the six or seven generations in the workplace
- Address a Multi-Cultural, Multi-Generational Workforce and Global Needs
- Develop a Retention Strategy
- Evaluate HRM and Customer Values
- What Innovations Are Needed
- Who Moved My Cheese?
- The Role of the Leader Coach and Change Agent
- Instituting and Managing Change
- Creating Synergy in Teams
- Feedback Exercise #4

#### DAY FIVE:

##### ❖ **Module 5: Advanced HRM Skills in Action - Principles into Practice**

- Working with others towards Shared Goals
- The Consultation Path and Consultation Skills
- The Customer Service Path and the Customer Service Diamond
- Coaching Skills and Coaching for Effectiveness
- Mentoring Skills and Mentoring for Growth
- Change Management Skills
- Facilitation Skills
- Comprehensive Feedback Exercise #5

##### ❖ **Course Conclusion**

##### ❖ **Post-Assessment and Evaluation**

### **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, Gamification, Software & General Discussions
- Pre and Post Test

### **Training Certificate(s):**

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

### Training Fees:

**TBA 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 - 13:00 | Recess (Prayer Break & Lunch) |
| 13:00 - 14:00 | Last Session                  |

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

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