



HM260: HR Professional Certificate Program

Training Description:

The **HR Professional Certificate Program** is a comprehensive training course designed to equip Human Resources professionals with the practical knowledge, strategic insight, and technical competencies required to effectively manage modern HR functions. The program provides participants with an in-depth understanding of the complete employee lifecycle—from workforce planning and recruitment to performance management, employee engagement, learning and development, compensation and benefits and HR compliance.

This highly interactive training course combines international HR best practices, practical case studies, group discussions, role plays and real-world applications to help participants strengthen their HR capabilities and contribute strategically to organizational success. Participants will gain valuable tools to align HR initiatives with business objectives, improve workforce productivity, manage employee relations effectively and support organizational transformation.

The training course also explores emerging HR trends including digital HR, HR analytics, diversity and inclusion, employee wellbeing and the evolving role of HR as a strategic business partner.

Training Objectives:

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

- ✓ Understand the strategic role of Human Resources in organizational success
- ✓ Apply effective workforce planning and talent acquisition strategies
- ✓ Develop competency-based recruitment and selection processes
- ✓ Implement effective onboarding and employee retention programs
- ✓ Design and manage performance management systems
- ✓ Understand compensation and benefits principles
- ✓ Improve employee engagement and organizational culture
- ✓ Handle employee relations professionally and legally
- ✓ Develop learning and development initiatives aligned with business goals
- ✓ Apply HR analytics to support informed decision-making
- ✓ Understand HR compliance, ethics and employment legislation
- ✓ Explore digital transformation and emerging HR technologies
- ✓ Prepare HR action plans that support organizational objectives

Expected Learning Outcomes:

- ✓ Perform HR functions confidently using internationally recognized best practices
- ✓ Recruit, develop, motivate and retain high-performing employees
- ✓ Design and implement effective HR policies and performance management systems
- ✓ Manage compensation, employee relations and workplace compliance effectively
- ✓ Utilize HR metrics and analytics to improve organizational performance
- ✓ Lead HR initiatives that support business growth and organizational transformation
- ✓ Contribute strategically to workforce planning, talent management and organizational development
- ✓ Prepare for greater responsibilities in HR leadership and professional certification pathways

Training Designed for:

This training course is intended for HR Officers HR Specialists, HR Executives, HR Managers, HR Business Partners, Recruitment Specialists, Talent Acquisition Professionals, Learning and Development Professionals, Employee Relations Officers, Compensation and Benefits Specialists, Administrative Managers, Department Managers with HR responsibilities, Newly appointed HR professionals and Individuals preparing for HR leadership positions.

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:

STRATEGIC HUMAN RESOURCE MANAGEMENT

- ❖ **Introduction to Modern HR**
 - Evolution of Human Resources
 - HR as a Strategic Business Partner
 - Strategic HR Management Framework
 - Aligning HR Strategy with Organizational Goals
- ❖ **Workforce Planning**
 - Workforce Analysis
 - Forecasting Human Resource Requirements
 - Succession Planning
 - Talent Management Strategy
- ❖ **HR Policies and Governance**
 - HR Policies Development
 - HR Procedures
 - HR Ethics
 - Corporate Governance
 - HR Compliance
- ❖ **Practical Workshop**
 - Developing an HR Strategic Plan

DAY TWO:

RECRUITMENT, SELECTION AND TALENT ACQUISITION

- ❖ **Talent Acquisition Strategy**
 - Employer Branding
 - Candidate Experience
 - Recruitment Planning
 - Competency-Based Recruitment

- ❖ **Selection Techniques**
 - Job Analysis
 - Job Descriptions
 - Interview Planning
 - Behavioral Interviewing
 - Assessment Centers
 - Candidate Evaluation
- ❖ **Onboarding and Employee Integration**
 - Effective Orientation Programs
 - Probation Management
 - Employee Socialization
 - Retention Strategies
- ❖ **Practical Workshop**
 - Conducting Competency-Based Interviews

DAY THREE:

PERFORMANCE MANAGEMENT, LEARNING & EMPLOYEE DEVELOPMENT

- ❖ **Performance Management Systems**
 - Setting SMART Objectives
 - KPIs and Performance Indicators
 - Performance Reviews
 - Continuous Feedback
 - Performance Improvement Plans
- ❖ **Learning and Development**
 - Training Needs Analysis
 - Individual Development Plans
 - Leadership Development
 - Career Development
 - Coaching and Mentoring
- ❖ **Succession Planning**
 - High-Potential Employees
 - Talent Reviews
 - Career Pathing
- ❖ **Practical Workshop**
 - Designing a Performance Management Framework

DAY FOUR:

COMPENSATION, BENEFITS & EMPLOYEE RELATIONS

- ❖ **Compensation Management**
 - Job Evaluation
 - Salary Structures
 - Market Benchmarking
 - Incentive Programs
 - Reward Management
- ❖ **Benefits Administration**
 - Employee Benefits Design
 - Recognition Programs

- Non-Monetary Rewards
- ❖ **Employee Relations**
 - Conflict Resolution
 - Managing Grievances
 - Employee Discipline
 - Workplace Investigations
 - Employee Wellbeing
- ❖ **Employment Law and HR Compliance**
 - Employment Contracts
 - Workplace Policies
 - Equal Employment Opportunity
 - Diversity and Inclusion
 - Ethical HR Practices
- ❖ **Practical Workshop**
 - Handling Employee Relations Cases

DAY FIVE:

HR ANALYTICS, DIGITAL HR & FUTURE HR TRENDS

- ❖ **HR Metrics and Analytics**
 - Key HR Metrics
 - HR Dashboards
 - Employee Turnover Analysis
 - Absenteeism Analysis
 - Productivity Metrics
- ❖ **Digital Human Resources**
 - HR Information Systems (HRIS)
 - Artificial Intelligence in HR
 - Automation in HR Processes
 - Digital Recruitment
 - Employee Self-Service Platforms
- ❖ **Future of Human Resources**
 - Agile HR
 - Hybrid Work Models
 - Workforce Transformation
 - Employee Experience
 - Change Management
- ❖ **HR Action Planning**
 - Developing Strategic HR Initiatives
 - Measuring HR Effectiveness
 - Personal Development Planning
- ❖ **Final Workshop**
 - Comprehensive HR Case Study
 - Group Presentations
 - Course Review and Assessment
 - Certificate Awarding

- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

The program includes:

- Interactive lectures
- Case studies
- HR simulations
- Practical exercises
- Group discussions
- Role-playing activities
- Individual assessments
- Best practice benchmarking
- HR templates and toolkits
- Action planning workshops

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):

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

Training Fees:

USD\$ TBA - 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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