

# Essentials of Human Resources Management

## INTRODUCTION

- This Essentials of Human Resource Management training course provides a comprehensive and modern overview of the role and activities of the Human Resource (HR) Department. It presents the latest tools and techniques for the effective management of people and offers opportunities to update and develop personal competency. The participants will enhance their knowledge about the processes involved, the systems used, and the skills needed to be successful in a modern HR Department. They will explore core activities ranging from the recruitment interview to an exit interview, examining the skills required and the various roles of the HR Professional in the 21st Century.

This training course will highlight:

- Strategic HRM in the Modern Organisation
- Effective Recruitment & Selection
- Performance Management in a multi-cultural environment
- Optimising Learning Interventions
- Supporting Employees in Difficulty

## OBJECTIVES

By the end of this Essentials of Human Resource Management training course, delegates will be able to:

- Understand Strategic HRM Approaches (SHRM)
- Describe the Role and Functions of the HR Department
- Show understanding 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

## TRAINING METHODOLOGY

- Exciting presentations are supporting each of the topics together with interactive trainer-led sessions of discussion. There will also be practical sessions where participants will have the opportunity to practice and experience HR related activities. Role-plays, videos, case studies, small group work, exercises, discussions, and feedback will be used to facilitate learning.

## ORGANISATIONAL IMPACT

Impact on the organisation from delegates in attending this Essentials of Human Resource Management training course includes the following benefits:

- An effective and efficient HR function responding to organisational needs
- HR Professionals who are competent in the latest techniques
- HR function which takes a strategic approach to optimising the employee contribution
- An HR team who practice to the highest ethical and professional standards
- HR Professionals who can apply in-depth analysis to solve people problems
- The organisation will receive input into key areas for improvement from an enthused employee

## PERSONAL IMPACT

This training course will personally benefit the participants to gain or enhance their understanding and knowledge by the following:

- Enable participants to understand the development & role of modern HR practice
- Improve confidence, competence, and self-assurance
- A more significant strategic overview of the HR function
- Enable participants to apply best practice in employee resourcing, planning, and development
- Greater awareness of personal beliefs and limitations
- Improved working relationships and the ability to assist employees

## WHO SHOULD ATTEND?

- This training course is designed to suit the needs of both HR Professionals, Junior, and Middle Managers who have either a specialist interest in HR or more general interest to enhance their people management skills.

This training course is a suitably wide range of professionals but will significantly benefit:

- 'Fast Track' management trainees who need a thorough grounding in HR
- Those who have recently joined an 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
- Those managers who would benefit from an understanding of the HR role and function

## Course Outline

### An Overview of Human Resource Management

- Introducing Human Resource Management (HRM)
- Human Resource Management vs. Personnel Management
- Main Activities, Responsibilities and Tasks of HRM
- Introducing Strategic HRM
- Specialisms and Systems
- Modern Function Structure
- Qualifications and Professional Study
- Personal Qualities needed for HRM Work

### Administration & Performance Management

- Administration and Business Support
- Monitoring and Reporting
- Absence Management
- Introduction to HR Databases and Computer Systems
- Security and Confidentiality of Employee Records
- Performance Management in a multi-cultural Setting
- Appraisal Systems and 360° Feedback
- Dealing with the Poor Performer

### Recruiting, Retaining and Rewarding Employees

- Social Media and Recruitment
- Choosing Appropriate Selection Techniques
- Assessment and Development Centres
- The Use and Limitations of Aptitude Tests and Psychometrics
- Induction for New Employees
- Retention Strategies
- Pay and Reward, Compensation and Benefits
- Introducing Total Reward Concept

### Employee Support and Welfare

- Identifying and Managing Employee Problems
- Employee Assistance Programmes
- Employee Well-being
- Equality of Opportunity & Employee Diversity
- Dignity-at-work, Bullying & Harassment
- Grievance and Conducting Workplace Investigations

## HR Planning, Learning & HR Ethics

- Human Resource Planning
- Integrated HR Strategies
- How do Adults Learn?
- Training and Development Interventions
- Learning Styles
- HRM Ethics & Professional Conduct
- Continuing Personal Development (CPD)
- Personal Action Planning

