# Certified Courses

Professional Certificate

# HR Processes , Culture & Change Management Programme

## INTRODUCTION

- This important HR Processes, Culture, & Change Management Programme training seminar focuses on vital areas of modern Human Resource Management (HRM). It is a unique seminar that addresses core HR issues in a critical and evaluative way. This HR Management training seminar also provides a theoretical background, guidelines on best practice, and skills development in organisational development processes, all from a HR perspective.
- The first week of this 10-day HR Processes, Culture, & Change Management Programme training seminar focuses on core HRM Processes, whilst in the second week we will look more specifically at culture and change management.

Over ten days, this exciting training seminar will bring you up to date on the latest techniques and approaches that are appropriate in effective management of Human Resources, Culture and Change including:

- Strategic HRM (SHRM)
- Performance Management in a multi-cultural setting
- Reward, Learning & Development
- Talent Management & Nationalisation
- Organisational Development (OD)
- Work Psychology
- The Difference between Change Management and Managing Change
- Methodology & Application
- An Understanding of Workplace Culture and Change
- Leadership and Change

## OBJECTIVES

- Understand Strategic HRM approaches (SHRM)
- Demonstrate a thorough understanding of employee resourcing, recruitment & reward
- Describe best practice in working with employees with problems
- Understand performance management in a multi-cultural environment
- Design a suitable change management model in their workplace
- Understand organisational culture
- Identifying change management practices that may be culture-bound
- Develop practical skills in Organisational Development (OD)

## ORGANISATIONAL IMPACT

- Add value to the participant's department and the organisation as a whole
- Participants are encouraged to take new ideas and strategies back to their workplace for discussion
- Staff committed to building a high performance organisation
- The effective and efficient implementation of change
- Development of practical skills in planning, organising and implementing change
- Develop skills that are dynamic and relevant to the business environment
- The organisation will have in place appropriate systems and processes to encourage and support change
- Professional and HR Personnel will be able to demonstrate greater strategic awareness

## PERSONAL IMPACT

- Will enable participants to understand current best practice in HRM
- A greater strategic overview of the HR function
- Develop your skills for the future and be able to help transform current activity into and added value activity
- Will enable participants to work with and assist employees
- The ability to think analytically and understand change management theory
- Develop strategic and operational awareness in the field of change management
- BA commitment to change management methods and practice
- Knowledge of how to implement change and the ability to address related individual and group issues

## WHO SHOULD ATTEND?

- Anyone involved in HRM at all levels
- Those who have joined a HR or Personnel Department in past few years but who have no formal HR training
- Those who would benefit from an understanding of the HR role and function
- Professionals and Supervisors who wish to enhance their competencies in change management
- HRM Personnel who need to stay up-to-date on current practices and trends in change management and organisational development
- Occupational Health & Safety and training Staff involved in change management

## Course Outline

### Human Resource Management for the 21st Century

- The Changing Face of Organisations and Functions
- Key Impact of Changes on Human Resource Management
- Human Resource Management (HRM) is not Personnel
- New Roles and Responsibilities of HRM
- Impact of Data Analytics and Predictive Analytics
- Evolving Structures of HRM
- Career Routes into HRM and Continuous Professional Development (CPD)

### Performance Management in a Multi-Dimensional Organisation

- Performance Management in a Multi-Cultural Environment
- Effective Performance Management Is Changing
- The Role of C Suite and the Responsibilities of Line Management
- Are Objectives and Performance Standards Always Relevant?
- Understanding the Difference between High Potential and High Performance
- Managing High Performers and Under-performers
- Examining the Causes of Performance Gaps
- The Relevance of Performance Appraisal & 360° Feedback

### Recruitment, Employee Resourcing & Reward

- Targeted Recruitment and Selection
- The Uses of Social Media and Mobile Recruiting
- Need for Comprehensive Selection Tools
- Assessment and Development Centres
- The Psychology of Motivation
- The Psychological Contract
- Managing Multi-Generations in the Workplace
- Reward Management, Remuneration and Benefits

### Workplace Conflict & Working with Employees in Difficulty

- The Inevitability of Workplace Conflict
- Management Interventions to Avoid Conflict
- Using Mediation in the Workplace
- Counselling Services & Employee Assistance Programmes (EAP)
- Managing Employee Problems – Stress Management
- Managing Employee Problems – Bullying and Harassment
- Equality of Opportunity, Diversity and Discrimination

## Employee Development

- Understanding the Importance of Learning and Development
- Current Trends in L&D – Mentoring, Coaching and PDPs
- Neuroscience Research and Learning
- Identifying Learning & Development Needs and Meeting Them
- How Corporate Social Responsibility Can Be Used For Development
- Importance of Succession Planning and Talent Management
- Personal Action Planning

## Understanding Human Psychology and Its Impact on Change Management

- What is Human Psychology?
- Tip of the Iceberg Concept
- Understanding Yourself
- Developing Self-awareness, Trust and Communication
- How Attitudes are formed?
- Motivation at Workplace and What Drives People to be Motivated
- The Key Drivers of Change
- The Need for Change Management

## Approaches to Organizational Change

- Where do you start with Organizational Change?
- Anticipated Reaction to Change
- What are typically the things which are required to Change?
- Define the Scale of Organizational Change
- Approaches to Organizational Change
- Steps required to Implement Change
- How to Sustain Change?
- What is the impact of Appreciative Inquiry on Change Management?
- Organizational Alignment around the Change

## Change Management and Change Leadership

- The Five Psychological Phases of Change and their Effective Management
- Difference between Change Management and Change Leadership
- Leadership and Culture in Change Management
- Change Management and Emotional Intelligence impact on Organization Performance
- The Key Components of Emotional Intelligence Link to Leadership
- Emotional Quotient (EQ) vs. Intelligence Quotient (IQ)

## Organisational Development (OD)

- What is Organisational Development?
- Introduction to Performance Management Tool Namely the Balanced Scorecard
- Defining Strategy and How to Translate It into Action and Execution
- SWOT and PESTEL Analysis
- Barriers and Success Factors to Strategy Execution – Culture, Leadership and Human Factors
- Building a Strategy Focused Organisation (SFO)
- Introduction to Strategy Maps

## Developing Performance Contracts Framework and Scoring Mechanism

- Developing Business Plan Methodology to Achieve the Strategic Direction of the Organization
- Developing and Implementing Performance Contracts Framework between CEO and Functional Managers within the Organization
- Developing a Comprehensive Balanced Scorecard and Scoring Mechanism for your organization using EXCEL
- Seminar Review and Wrap-up

# Certified Courses

Professional Certificate