

# Certified Courses



# HRM Skills for Today's Leaders and Professionals

## INTRODUCTION

- In a challenging and competitive global market, employee engagement is absolutely paramount to retain the talent within the organisation. It follows that anyone with a responsibility for managing staff requires an understanding of Human Resource Management best practices in order to extract the very best out of their team.
- This HRM Skills for Today's Leaders and Professionals training course provides the essential practical knowledge and processes enabling leaders to skilfully address HR Management issues and opportunities for themselves.

Participants in this training course will develop the following competencies:

- Building excellent working relationships with others
- Lead, listen, challenge, communicate, be fair, respond to suggestions and deal with problems
- Help and support employees to take more responsibility
- Build highly-effective and productive teams

## PROGRAMME OBJECTIVES

This training course aims to enable participants to achieve the following objectives:

- Implement critical areas of HR Management
- Build a good working relationship with their staff
- Help and support their employees
- Drive individual and team performance
- Motivate and inspire their team
- Build effective and productive teams
- Select the right person for the job
- Specify training and development needs
- Implement procedures that will retain talented people
- Assess and appraise performance
- Develop an action plan to improve performance

## WHO SHOULD ATTEND?

- All levels of Management who need to gain a better understanding of the implications that People Management practices have on their day-to-day decisions
- HR professionals and equally the line management
- Any other professionals who have an interest HR processes

## TRAINING METHODOLOGY

- There will be inputs from a highly-experienced facilitator together with case studies, discussions, worked examples and use of videos to further enhance learning. This will allow delegates to get fully engaged with the practical implications of the training.

## PROGRAMME SUMMARY

- This HRM Skills for Today's Leaders and Professionals training course will present the opportunity to examine and explore People Management best practices. This will enable delegates to lead their staff in a more effective manner. This training course also uses a highly practical approach to enable participants to focus on issues that impact most on themselves and their respective organisations.

## PROGRAM OUTLINE

### Managers HR Responsibilities

- Traditional management responsibilities
- Relationship between HR and the line and devolving responsibility down the line
- The impact of HR outsourcing and working with an HR business partner
- Enabling HR policies and practices
- Directing and guiding the work of others
- Dealing with conflicting priorities and role overload

### People Management – Talent and Succession Planning

- An overview of traditional HRM activities
- Successful Change Management
- Human Resource Planning – securing the people resources
- Talent recognition and succession planning
- The critical issue of employee engagement
- Communications and employee voice

## Recruiting – Use of Competencies and Rewarding Employees

- Job descriptions and person specifications
- Pay and reward, compensation and benefits
- Best Practice for recruitment and selection
- Understanding competencies and behavioural interviewing
- The new employee – induction planning and getting up to performance

## Performance Management – Creating Employee Engagement

- The essential stages of Performance Management
- Setting objectives and evaluating performance
- Effective Performance Appraisals– making them work for all
- Building employee engagement, motivation and loyalty
- The use of assessment and development centres
- Managing absence effectively and managing discipline and grievance

## Coaching – Methods of Learning for Current and Future Roles

- Training Needs Analysis- collection of data and identification of needs
  - Team Development – Coaching and Feedback
  - Training for current job needs and development for future challenges
  - Methods of Adult Learning – not just training courses
  - Identifying and Developing a Successor
  - Personal Action Planning
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