



2 – DAY


FUNDAMENTALS OF HUMAN RESOURCE MANAGEMENT SKILLS

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INTRODUCTION

The role of the Human Resources continues to evolve, matching the pace of today's rapidly-changing business environment. In addition to the Human Resources department, each manager or supervisor has responsibility for personally handling a variety of issues that arise within their workforce from performance issues to personal issues. This course is designed to give you the fundamentals for human resource to better prepare you for the challenges you will face in today's workplace.

METHODOLOGY

- Group discussion
- Role play
- Activities/ games
- Case study
- Self analysis
- Experiential learning
- Presentation

COURSE OBJECTIVES

By the end of this course, you will be able to:

- Define the 5 key HR roles for Non-HR Managers
- Interview and select the right candidates within budgeted salary package
- Analyse the training needs of their subordinates and coach/ train them effectively
- Motivate their subordinates without any monetary commitment
- Conduct subordinates' performance appraisal exercise and reward them fairly

WHO SHOULD ATTEND?

- Line Managers
- HR executives with less than three years of experience
- Non-HR professionals who are responsible for HR activities
- Managers and professionals who are tasked with launching an HR department

PROGRAM OUTLINES

MODULE 1: DEFINING HUMAN RESOURCE MANAGEMENT

- Defining Human Resources
- The Basics of HR Management
- HR the Most Valuable Asset
- How to Get them, Keep them and Unleash them
- Challenges of HR Role for Non-HR Managers
- The 5 Key HR Roles for Non-HR Managers

MODULE 2: YOUR ROLE AS A RECRUITMENT AGENT

- Human resource planning
- Recruiting within the organisation
- Recruiting outside the organisation
- Recruitment: Getting the Right People at the Right Place
- How to Interview and Select the Right Candidates
- Hire for Knowledge, Skills or Attitudes
- How to deal with a Qualified Candidate, but beyond budget

MODULE 3: TRAINING NEEDS ANALYSIS (TNA)

- TNA process
- Planning Training
- The Training Cycle
- Internal and External Training

MODULE 4: YOUR ROLE AS A TRAINER/ COACH

- Staff Performance: Who has more influence
- Training Needs/ Performance Gap Assessment
- On-Job-Training/ Coaching: Standard, Practice and Results
- Training/ Coaching Evaluation

MODULE 5: YOUR ROLE AS A COUNSELLOR

- About Misconducts
- Your Legal Right as a Superior
- About Employment Act, 1955
- Dealing with Disciplinary Issues
- Disciplinary Action: Do's & Don't

MODULE 6: YOUR ROLE AS A MOTIVATOR

- Concept of Motivation
- Would High Pay really work?
- How to gain 100% Contribution from your subordinate?
- Motivate Your Staff without any Monetary Commitment

MODULE 7: YOUR ROLE AS A PERFORMANCE APPRAISER

- About Performance Appraisal
- Use of Performance Appraisal Form
- Conduct of Performance Appraisal
- Link Performance Appraisal to Bonus/ Salary Increment

MODULE 8: MANAGING EMPLOYEES ISSUES

- Managing absenteeism
- Sick leaves
- Annual leaves
- Termination