

# Human Resource Management



**Certified Human Resources  
Professional**

# Course Description:

People are an organization's most important resource and asset. Good management of individuals and the workforce is crucial to attain organizational goals and objectives. This intensive course for practitioners provides a comprehensive and solid foundation in human resource management. During the three-session training, participants will learn how to carry out hiring processes and how to develop adequate compensation with the development of a salary policy, social benefits and contracts. Participants will learn and practice how to develop a HR strategy and guidelines, how to develop procedures for job evaluations, promotions, and training programs for the workforce. Particular emphasis is placed on managing intercultural and gender issues. Human resources has to transform itself to earn a seat at the decision-making table. The door is wide open for human resources to become the business partner it always wanted to be rather than remaining as just another service function. Now, more than ever, HR professionals need new strategies and a whole new set of competencies to be able to deliver strategic and tangible results. This course will enable you to transform yourself and your HR department into a business partner capable of delivering results and adding value to your organization.

## The Training Course Will Highlight?

- Deciding and initiating action
- Relating and networking
- Analytical thinking
- Following instructions and procedures
- Planning and organizing
- Achieving goals and objectives
- Applying expertise and technology

# Training Objective

- **By the end of this course delegates will be able to:**
- Demonstrate a thorough understanding of the nature of HR as a managerial function.
- List all HR functions and responsibilities and identify their contributions to organizational success.
- Create an HR strategy that is aligned with the overall organizational strategy!
- Measure the contribution of HR to the bottom line in both profit and nonprofit organizations.
- Assess the effectiveness of the human resources function through the use of 'SMART' Key Performance Indicators (KPIs) and indices!
- Demonstrate how a competency framework can increase the effectiveness of the HR function.
- List the core competencies for an HR professional.

# Training Methods

- This interactive Training will be highly interactive, with opportunities to advance your opinions and ideas and will include.
  - Lectures
  - Workshop & Work Presentation
  - Case Studies and Practical Exercise
  - Videos and General Discussions



# Course Outline

- **Human Resources Management**
  - Towards a modern definition
  - The main functions in HR management
  - Competency based HR management.
  - HR deliverables: a model for multiple roles
  - HR as business partner
  - HR's strategic challenges
  - HR competencies: moving from traditional HR to strategic HR
- **Strategic Planning**
  - Pre-strategy analysis: 'SWOT' analysis
  - Visions and missions
  - Critical success factors
  - Key result areas and key performance indicators
  - Turning key performance indicators into 'SMART' targets
  - Force field analysis as a strategic tool



# Course Outline

- **Competency Based HR Management**
  - Competency definition
  - Types of competencies
  - The different competency components
  - Competency based recruitment and selection.
  - Competency based training and development.
  - Competency based performance management.
  - Benefits of a competency-based HR.
- **Linking HR's Strategy to the Organization Strategy**
  - Approaches for linking HR to the organization.
  - Writing HR strategies
  - HR visions and missions
  - HR key result areas
  - HR key performance indicators
  - Core competencies for HR professionals



# Course Outline

- **Assessing the Effectiveness of Human Resources**
  - Effectiveness versus efficiency
  - Recruitment and selection
  - Training and development
  - Performance management
  - Compensation and benefits
  - The overall effectiveness and efficiency of HR
- **HR Reports**
  - Reporting HR to top management
  - The HR scorecard
  - Linking HR to organizational strategy
  - Components of the balanced scorecard
  - Components of the HR balanced scorecard
  - HR balanced results and key performance indicators
  - Reporting HR to top management