



Asia Masters Center

The Art Of Human Resource Management: Creating & Developing An Effective Personnel Function





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Course Objective

- Describe the role or purpose of the HR function and the contribution the HR function makes to the achievement of organisational goals
- Explain the key principles and practices involved in
 - HR strategy
 - Recruitment and Selection
 - Induction
 - Retention
 - Employee Relations
- Apply an effective performance management process
- Understand and use competencies for recruitment and performance management
- Know how to handle disciplinary issue
- Apply some of the key personal skills needed to succeed in HR



Target Audience

- Human Resources managers and senior professionals, specialists, team leaders, and business partners in the function who seek to broaden their knowledge and improve their skills in the key functions of HR as well as those who are responsible for evaluating HR and its effectiveness in the organization. The course is also suitable for those employees who are targeted for development or promotion within the HR function.

➔ Course Outline

- DAY 1
- **HR as Part of the Business**
- It is essential for an HR department to be a strategic influence over the business not an administrative function. This means that an HR professional must be aware of the needs of the business. This in turn requires an understanding of the sociology-economic issues in your market place.
- **Key Behaviours**
- Business Awareness – understanding the key business issues that affect the profitability and growth of the organization
- Market Awareness – understands external forces and pressures in the wider environment. Understands how these impact on the organization and the market place
- Strategic Thinking – turning strategic thinking into effective, delivered actions
- Capability Development – prepared to invest in own development not just rely on external input
- Change Leadership – recognizes change as an opportunity
- **Topics to be Covered**
- Understanding the context
- Establishing the Socio-Economic developments
- Creating an HR department that lives the organizations brand values and HR and Culture

- Change management practices – changing the shape of the change curve
- Business awareness for HR professionals

- DAY 2
- **The Component Parts of the HR Function**
- Establishing the expectations of the line management team. Finding the balance between the contribution made by line management and that made by HR. Creating an effective role for HR in the key functional areas.
- **Key Behaviours**
- Interpersonal Understanding – displays a range of active listening and questioning skills
- Reads individual and group behaviors
- Capability Development – identifies capability required to implement future strategies successfully
- Relationship Building – takes an interest in others can see the perspective of others
- Teamwork – able to work as a member of a team even in circumstances where there is no direct self interest
- Organisational Awareness – able to contribute to the success of the organization as a whole
- **Topics to be Covered**
- Recruitment and Selection – avoiding the common mistakes
- Using Competencies – establishing positive and negative descriptors within competencies
- Asking competency-based questions
- Matching Induction to Recruitment
- The role of the Employee Relations function within HR
- Handling Disciplinary and Grievance Issues – case studies

- DAY 3
- **Refinements**
- **Key Behaviours**
- Partnership Building – establishing relationships with others inside and outside the organization which are constructive and which facilitate the delivery of organization objectives
- Capability Development – respects and harnesses dissimilarity
- Diversity Awareness – actively challenges intolerant and/or insensitive actions or behaviors in the workplace
- Performance through People – obtains high levels of performance from own team and contribute to high levels of performance amongst organization as a whole
- Achievement Orientation – identifies measures for evaluating goal achievement and ensures that these are understood
- **Topics to be Covered**
- Creating the practices that develop the contribution of the HR function. Developing the policies to support best practice. Making it happen for real.
- Making the links to precedent
- The HR department and labor law
- Developing Employee Relations policy to respond to socio-economic conditions
- Understanding Equality Diversity and Discrimination
- Case studies and policy implications
- How to design and implement a performance management system that impacts on the whole organization

- DAY 4
- **The Psychological Contract**
- Creating the conditions in which all employees can give their best. Finding the balance between employee's rights and obligations. Understanding ambition; the need for career planning and personal development.
- **Key Behaviours**
- Organizational Awareness – understands the culture of the organization
- Empowerment – exercises judgement over capability of individuals, recognizing variations in ability and potential
- Capability Development – actively pursues development opportunities for staff
- Capability Development – sees the importance of development to the future of the organization and appropriately supports and/or develops policy initiatives
- Planning and Organizing – able to establish efficiently an appropriate course of action for self and/or others to accomplish a goal or goals
- **Topics to be Covered**
- Becoming an Employer of Choice
- Policies to create job Satisfaction
- Practices to improve Retention
- Identifying the Key Players
- Succession Planning and matching performance with potential
- Developing a Continuous Learning Culture

➤ **DAY 5**

➤ **The Way Forward**

- Moving forward into the new roles for HR professionals. Developing the role of the manager. Changing the nature of HR to reflect the new reality.

➤ **Key Behaviours**

- Results Focus – able to see the importance of results, be motivated about the achievement of results and to take the action necessary to achieve those results in the short and longer terms
- Leadership – able to use personal skills to guide individuals and/or groups towards achieving individual, group or organisation goals
- Relationship Building – builds win win relationships
- Impact and Influence – able to persuade and influence others, taking the needs of others and the situation into account
- Integrity – is able to take actions based on own judgement

➤ **Topics to be Covered**

- Understanding Motivation and avoiding a simplistic approach
- Where pay and reward fit with motivation
- The Messages for Leaders
- Evolution of HR from Tactical to Strategic
- Employee Relationship Management
- The personal skills needed for the new roles
- Influencing Skills
- Managing Conflict
- Assertiveness

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Price (USD)

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to know the participation fees**

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