



MAESTRO
CONSULTANTS

HUMAN RESOURCES FOR LINE MANAGEMENT

COURSE OUTLINE 2020

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TRAINING TITLE

HUMAN RESOURCES FOR LINE MANAGEMENT

VENUE

Dubai, UAE

DURATION

5 Days

DATES

PRICE

US\$4,000 per attendee including training material/handouts, morning/afternoon coffee breaks and Lunch buffet daily.

TRAINING INTRODUCTION

Today's managers need to develop a wide range of specialist skills and knowledge to drive performance and help their organisation achieve success in a tough global market. Human Resource /Personnel Management (HRM) are key drivers of competitive advantage and effective change management. In fact, personnel and development practices play an important role in almost every aspect of an organisation's activities. This course provides a comprehensive and modern overview of the role and activities of the Human Resource \Personnel (HR) Department for those new to HRM, those who wish to enter the field or for any existing HRM personnel who need to stay up-to-date on current practices and trends.

TRAINING OBJECTIVES

By the end of this course delegates will be able to:

- To develop awareness of key HR and HRD strategies for improving organisational success
- Describe the work and structure of a modern personnel (HR) department
- Understand Strategic HRM approaches (SHRM)
- Determine when personnel interventions are necessary
- Describe the steps involved in a recruitment campaign
- State the HR requirements for the induction of a new employee
- Describe the uses of different selection and recruitment tools

- Help to plan and conduct an employee grievance investigation
- State why accurate and accessible HR records are essential
- The use of HR administrative and support systems
- State the benefits of having an HR Strategy

TRAINING AUDIENCE

Anyone who works in Human Resources, Personnel or related areas. This course is also suitable for those interested in a career in HRM. Line managers would also benefit from an understanding of the HR role and function. Those who manage supervise or have an organizational interest in HRM and want to examine modern practices. HR, Occupational Health & Safety and training staff who need to be up to date and wish to attend a valuable course.

TRAINING OUTLINE

An overview of the Human Resources Department

- Introducing Human Resource Management (HRM)
- Human Resource Management V Personnel Management
- Main activities, responsibilities and tasks of HRM
- Strategic HRM
- Personnel jobs and systems
- Typical department structure – HRM department case study
- Qualifications and professional study
- Personal qualities needed for HRM work

Administration & Performance Management

- Administration and business support
- Monitoring and reporting, e.g Sickness and Absence
- Absence management case study
- Introduction to HR databases and computer systems
- Security and confidentiality
- Manager and employee access to information – security issues
- Performance management and appraisal systems
- The employee disciplinary interview

Assessment of employees training needs and designing development plans

- The importance of corporate objectives, policies and plans
- Aligning training with the business needs

- Recognizing when development needs occur – the drivers for training and development and the symptoms of a need
- Aligning management, HR, training and the business strategy
- Separating “Wants” and “Needs” and ensuring needs are aligned with job requirements
- Identifying the training and development needs of three elements, the organization, groups within it, and individual needs
- How to assign responsibility for identifying training needs
- Develop your needs analysis toolkit – 7 methods and support templates to support training needs analysis
- Aligning performance appraisal with training and developments plans and succession plans for each employee

Recruiting, rewarding and retaining employees

- Flexibility and introducing the ‘flexible firm’
- Pay and reward, compensation and benefits
- Introducing ‘total reward’ concepts
- Recruitment and selection
- Assessment and development centres
- The use and limitations of aptitude tests and psychometrics
- Use of references
- Induction for new employees

Managing Leavers and Termination of Employees – Avoiding expensive mistakes

- Rightsizing and Downsizing – excess of labour
- Redundancies – counting the cost
- Why do people leave
- The early indicators of dissatisfaction
- The resignation process and notice periods
- The disciplinary process
- The importance of maintaining discipline
- Termination – with or without rights
- Contract terms, notice periods, termination payments and benefits due
- Dealing with probationers and poor performance
- Alternatives to dismissal – suspension, demotion, transfer, financial penalty

TRAINING CERTIFICATE

MAESTRO CONSULTANTS Certificate of Completion for delegates who attend and complete the training course

METHODOLOGY

Our courses are highly interactive, typically taking a case study approach that we have found to be an effective method of fostering discussions and transferring knowledge. Participants will learn by active participation during the program through the use of individual exercises, questionnaires, team exercises, training videos and discussions of “real life” issues in their organizations. The material has been designed to enable delegates to apply all of the material with immediate effect back in the workplace.