

## Human Resources



252-P25-CE



In-Class



18 hours

### Course Description:

The introduction of Human Resource course will give HR staff the basic tools to handle numerous human resource situations such as writing the job description, how interviewing new candidates, the organization's orientation, and the employees' performance measurement. Also, it will enable them to deal with certain Human Resource situations.

### Target Audience:

This course is designed for Junior HR staff

### Course Objectives:

- Discuss the human resources management
- List the job specifications and identify core competencies
- State the methods of finding, selecting, and keeping the best people
- Identify the training and development process
- Explain the performance management system
- Explain compensation and benefits

### Course Outline:

#### Module 1: Concepts of Human Resources Management:

- Human resource management
- Different roles for HRM
- HR from supporting function to strategic partner
- Changing roles of HR management
- HR strategy alternatives
- HR responsibilities and functions

#### Module 2: Job analysis and Competency Framework

- Job analysis – definition and concept
- Different methods of collecting job analysis
- Job descriptions – formulation
- Job specification from the job description
- Competency framework– definition and concept

#### Module 3: Personnel Planning and Recruitment

- Different types of tests and assessments
- Techniques of selection interviews
- Integrate competencies in the selection process
- Skills required for interviewer in selection process
- Behavioral-based interview techniques

#### Module 4: Training and Development

- Learning, education, training & development
- The nature of adult learning
- Types of adult learning
- Training Needs Analysis
- Methods of training evaluation – Kirkpatrick model
  - Participant's reaction
  - Learning
  - Transfer / Behavior
  - Return on Investment (ROI)

#### Module 5: Performance Management System (PMS)

- PMS from traditional views to new concepts
- Performance management versus performance appraisal
- Performance management system misconceptions
- The performance management system model
  - Performance planning
    - o Key responsibilities and job descriptions
    - o Cascading objectives and action plan
    - o Behavioral indicators
  - Performance monitoring & coaching
    - o Observe, monitor and coach
    - o Deliver feedback
    - o One on one sessions
  - Performance appraisals
    - o Compile/Review data
    - o Parties' appraisals
    - o Appraisers rating errors
  - Learning and development



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### Module 6: Compensation and Benefits Management

- Methods in compensation planning
- Factors in determining pay rates
- How to price managerial and professional jobs
- The current trends in compensation
- Incentives for individual employees
- Effective incentive plans
- Insurance and other job benefits
- Retirement benefits
- Flexible benefit employee programs

### Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in the group exercise.

### Upon Successful Completion of this Course, participants will obtain:

1.5 CEUs

### Course Language:

English.

### Prerequisites:

None.