

Human Resources



253-P25-VE



Virtual



16 hours

Course Description:

The introduction of Human Resource Training will give HR staff the basic tools to handle numerous human resource situations such as writing the job description, how to interview the new candidates, the company orientation, 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 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

Session one: Evolving 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
- Assignment

Module 2: Job Analysis and Competency Framework

Session one: Mastering Job Analysis and Competency Frameworks

- 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
- Assignment

Module 3: Personnel Planning and Recruitment

Session one: Effective Selection Strategies

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

Module 4: Training and Development

Session one: Optimizing 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)
- Assignment

Module 5: Performance Management System (PMS)

Session one: Evolving Performance Management

- 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



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- 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
 - Assignment

Module 6: Compensation and Benefits Management

Session one: Comprehensive Compensation and Benefits

- 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
- Assignment

Assessment Strategy:

- 40 % Assignments between sessions
- 60 % Participation
- 60 % cut-off score of total grades, which is "100"

Upon Successful Completion of this Course, participants will obtain:

1.4 CEUs

Course Language:

English.

Prerequisites:

None