



HR Strategy and Training

# **Professional Certificate in HR Administration**

## Course Introduction

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This comprehensive course equips HR administrators with the skills and knowledge to efficiently manage HR processes while supporting business objectives. It covers HR administration best practices and focuses on the practical application of key HR functions, such as employee relations, recruitment, training, and policy development. Through this course, participants will gain the expertise to handle sensitive situations with professionalism and align HR practices with organizational goals.

## Target Audience

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**Who is this course for, and can benefit the most**

1. HR Administrators
2. HR Assistants and Coordinators
3. Office Managers
4. Aspiring HR Professionals

## Learning Objectives

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**At the end of the training course, participants will be able to**

- Understand and implement key HR administrative functions that align with organizational goals.
- Manage recruitment, onboarding, and employee relations with confidence and compliance.
- Utilize HR technology to streamline processes and improve service delivery.
- Support employee development and performance management effectively.
- Develop a strong understanding of HR's strategic role within an organization.

# Course Outline

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## • 01 Day One

### **Introduction to HR Administration and Key Functions**

#### **Session 1: Role and Importance of HR Administration**

- Understanding the role of HR in organizational success
- HR administration as the backbone of HR management
- Key HR functions and their interdependencies
- The strategic impact of HR administration on business objectives

#### **Session 2: Overview of HR Policies and Procedures**

- Designing HR policies aligned with organizational goals
- Best practices for policy implementation
- Legal and ethical considerations in HR administration

#### **Session 3: Building Effective HR Communication**

- Communicating HR policies to employees effectively
- Handling employee queries and concerns
- Confidentiality, tact, and discretion in HR communication

## • 02 Day Two

### **Recruitment and Onboarding Processes**

#### **Session 1: The Recruitment Process**

- Job analysis and job description creation
- Sourcing candidates and conducting interviews
- Best practices in candidate selection and assessment

#### **Session 2: Onboarding New Employees**

- Developing an efficient onboarding plan
- Key elements of a successful onboarding process
- Engaging new hires and ensuring they align with company culture

#### **Session 3: Documentation and Compliance**

- Key HR documentation for recruitment and onboarding

- Understanding employment contracts, agreements, and legalities
- Maintaining compliance with labor laws and regulations

## • 03 Day Three

### Employee Relations and Performance Management

#### Session 1: Employee Relations Best Practices

- Handling employee grievances and disputes
- Techniques for maintaining positive employee relations
- Building a supportive and compliant work environment

#### Session 2: Performance Management Systems

- Setting performance expectations and goals
- Conducting effective performance reviews
- Providing feedback and developing action plans for improvement

#### Session 3: Conflict Resolution and Mediation

- Resolving workplace conflicts with tact and professionalism
- Mediation techniques for HR administrators
- Ensuring fairness and consistency in decision-making

## • 04 Day Four

### HR Administrative Systems and Technology

#### Session 1: HR Administrative Systems and Tools

- The role of HR software and tools in streamlining HR processes
- Benefits of automation in HR administration
- Choosing the right HR system for your organization

#### Session 2: Managing Employee Records and Data

- Best practices in maintaining and securing employee data
- Handling sensitive information with confidentiality
- Legal obligations around data protection and privacy

#### Session 3: Payroll, Benefits, and Compliance

- Key components of payroll administration
- Administering employee benefits and compensation packages
- Legal compliance and taxation in HR administration

## • 05 Day Five

### HR Strategy Alignment and Career Development

#### Session 1: Aligning HR Administration with Organizational Strategy

- Understanding the link between HR and business strategy

- Integrating HR practices to support organizational goals
- The evolving role of HR administrators in strategic planning

#### Session 2: Employee Development and Training

- Developing training programs aligned with business needs
- Career development planning for employees
- Tracking and measuring training effectiveness

#### Session 3: Creating a Positive HR Environment

- Building a supportive, inclusive, and motivating workplace
- Promoting employee well-being and engagement
- Measuring HR effectiveness and continuous improvement

## Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 7, 2025	April 11, 2025	5 days	4250.00 \$	UAE - Dubai
April 7, 2025	April 11, 2025	5 days	4950.00 \$	England - London
Aug. 25, 2025	Aug. 29, 2025	5 days	4950.00 \$	Italy - Rome
Nov. 10, 2025	Nov. 14, 2025	5 days	4250.00 \$	UAE - Abu Dhabi