



HR Strategy and Training

Essential Skills for the HR Professional and Managers

Course Introduction

The human resources (HR) field has always been one of the core divisions of any organizations. With responsibilities that range from hiring and onboarding to tending to the daily concerns of employees of organizations, an HR personnel must possess the necessary skills to manage any type of workforce and attain organizational goals and objectives.

Evaluate employee performances

This training program is designed to provide participants with concepts and techniques to evaluate employee performances on regular scale and provide proper incentive to keep motivated. This course covers the essential skills and attributes required for HR personnel to thrive in all aspects of the employee lifecycle including; Strategy, Recruitment, Talent Management, Performance Management, Career Management, Learning & Development and Rewards and Recognition.

Target Audience

- Business Leaders & Managers
- HR Business Partners
- **HR Professionals** – HR managers, specialists, and generalists
- HR Analysts

Learning Objectives

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

- Understand the importance of Emotional Intelligence (EI) to HR professionals and apply simple techniques to develop their emotional quotients.
- Identify the differences between influencing and persuading and use best techniques in applying them in HR work-related situations

- Apply basic skills of conflict resolution including influencing to make right decisions relative to employees.
- Learn various budgeting techniques and apply them immediately in HR-related scenarios
- Gain new techniques for coaching and counseling in HR specific situations.

Course Outline

• 01 Day One

Emotional intelligence (EI): the base for honing HR professional competencies

- Definition of emotional intelligence
- Self-awareness and self-management
- The importance of EI for HR professionals
- Developing EI competencies
- Daily applications in the HR environment

• 02 Day Two

Persuasion and influencing

- Definition of persuasion and influencing
- Steven Covey's circle of influence and circle of concern
- HR application of persuasion and influencing
- The different techniques of influence and persuasion
- Use of techniques for different business and HR situations

• 03 Day Three

Creative Problem-Solving and Decision-Making

- Scanning, analysis, responses, and assessment
- The problem-solving cycle
- Creative problem solving: methods and overcoming barriers
- The link between problem-solving and decision making
- The 6 step process to decision making

• 04 Day Four

Understanding Accounting & Finance

- Accounting versus finance
- Accounting: recording and reporting
- Finance: analysis and decision making
- Understanding financial statements
- Income statements, balance sheets and the cash flow statement
- Performance measurement
- Trend analysis
- Common size financial statements
- Techniques of operational budgeting
- Importance of budgeting
- Methods of budgeting
- Incremental budgets
- Zero-based budgeting
- Participative budgeting
- Budgets as a control mechanism

• 05 Day Five

Coaching and Counselling Employees and Line Managers

- Coaching, Counseling and Mentoring
- Importance of Coaching and Counselling to HR Professionals
- Difference between Coaching, Counseling and Mentoring
- The 5 Principles of Coaching:
- Principle 1: Feedback
- Principle 2: Accountability
- Principle 3 Challenge
- Principle 4: Tension
- Principle 5: Systems
- The “TGROW” Model of a Super Coach (Topic, Goal, Reality, Options, Will)

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
July 21, 2025	July 25, 2025	5 days	4950.00 \$	Norway - Oslo

FROM	TO	DURATION	FEES	LOCATION
Dec. 21, 2025	Dec. 25, 2025	5 days	4250.00 \$	KSA - Al Khobar