



HR Strategy and Training

HR for Non HR Managers

Course Introduction

Human Resource is a vital unit in any organization as the function involves and begins from the time a requirement is posted for a particular role, position, designation, or a vacancy, and continues to every aspect of an employee's role in the organization. As such, it is important for managers to have an understanding of the roles under this department in order to keep a company competitive while maintaining and managing a pool of highly delivering staff/employees.

Concepts of human resources

This training course is designed to provide participants with the relevant concepts of human resources and the functions related to it. The course will enable participants to have an understanding of HR functions such as recruitment, training and development, performance management, and handling conflicts.

Target Audience

- HR Assistant
- HR Generalist
- Line Managers & Team Leaders
- Departments Heads
- Business Owners & Entrepreneurs
- Project Managers
- Operations & Administration Professionals

Learning Objectives

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

- Gain a comprehensive understanding of the role of Human resources in the organization.

- Identify the different functions performed by HR and other HR-related functions
- Learn how to deal with various conflicts and challenges faced by HR at various levels
- Gain sufficient knowledge about day-to-day and function-based activities

Course Outline

• 01 Day One

Role of HR in an organisation

- HR Functions – Vertical and horizontal
- HR Designations vis-à-vis operational designations
- HR evolution in organisations

HR RECRUITMENT

- Various stages of recruitment
- Competencies and role definitions
- Business parties involved in decision making
- New-hire, and campus recruitment opportunities

• 02 Day Two

JOB ORIENTATION

- Planning job orientations
- Introduction to colleagues and department tour
- Job brief o Computer use
- Operating equipment and technology
- Performance objectives and measurements
- Required essential training
- Information overload
- Follow up and support

PERFORMANCE MANAGEMENT

- The performance management cycle
- The main components of performance management
- Performance management versus performance appraisal
- Management by objectives

- Setting up a competency-based performance management system
- Talent management and succession planning

• 03 Day Three

TRAINING AND TALENT DEVELOPMENT

- New-hire training – Language, product, process and SOP training
- On-Job Training and certification
- Conducting TNA (Training Need Analysis) and TNI (Training Need Identification)
- Continuous talent development
- Promotion level competency building training
- Vendor management in training
- Training and return on investment

COACHING

- Types of coaching
- Counselling-Coaching-Mentoring – A Continuum
- Coaching, Counselling, Mentoring – Bridging Gaps
- Formal and Informal coaching
- Bossing vs. coaching
- Importance of coaching
- Applications, benefits and challenges of coaching
- Coaching Styles and Skills
- Characteristics of an ideal coach
- 7 masterful coaching personality traits o Seven communication principles for coaching

• 04 Day Four

HANDLING EMPLOYEE COMPLAINTS

- Employee moral
- The definition of a grievance
- Grievances versus complaints
- The grievance handling procedures
- Your role before, during and after the exit interview •
- Analysing turnover
- Healthy versus unhealthy turnover

• 05 Day Five

PROBLEM-SOLVING: CHALLENGES FACED BY THE HR

- Escalations at the HR level

- Sexual Harassment redressal at the HR level
- Challenges of hiring, laying offs, and delivering bad news
- Governmental, political, and other threats and challenges to and for the HR

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 7, 2025	April 11, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
July 14, 2025	July 18, 2025	5 days	4950.00 \$	Austria - Vienna
Oct. 6, 2025	Oct. 10, 2025	5 days	4250.00 \$	UAE - Dubai