



HR Strategy and Training

## HR for Non HR Professionals

## Course Introduction

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This training course is designed to help line managers manage their staff better by equipping them with critical HR skills. Also, this course focuses on key issues for line managers, such as handling employee interviews, on-boarding, appraisals, training, grievances, and much more.

## Target Audience

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

- Executive Secretaries
- Executive Personal Secretaries
- Personal Secretaries
- Executive Assistants
- Personal Assistants
- Office Managers
- Administration Managers
- Management Secretaries
- Senior Assistants
- Staffing Coordinator
- HR Assistant
- HR Generalist
- Personnel Manager
- HR Director
- Regional managers
- Career counsellor
- Entrepreneurs

# Learning Objectives

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

- List and apply manager's HR functions
- Define the roles and responsibilities of managers in recruitment and onboarding
- Conduct effective performance appraisal meetings
- Identify and evaluate training needs
- Handle employees complaints, grievances, and turnover

## Course Outline

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### • 01 Day One

#### Getting the right people

- What HR is really about
- Human Resources Development and Evolution
- HR: towards a modern definition
- Ally with the HR department
- The HR functions of managers
- Workforce planning
- Attracting the right talent through referrals
- Interviewing skills for line managers
- Building a job profile
- Preparing technical assessments

### • 02 Day Two

#### Welcoming a new family member

- Onboarding - job orientation
- Does induction mean orientation or is there a difference?
- Benefits of induction and orientation program to employees and organizations
- First day on the job
- Induction content
- Role and responsibility of the new employee's manager during the first few days

- Values, culture and code of conduct
- Evaluating effectiveness of on-boarding

### • 03 Day Three

#### **Performance management**

- Definition of performance management
- Overview of the annual performance cycle
- Mistakes in performance management
- Employee assessment best practices
- 360 degree versus 180 degree
- Coaching, counseling and mentoring

### • 04 Day Four

#### **Training and development**

- Why Identify Needs?
- Identifying training needs
- Career development
- The career development process and links with HR
- Succession planning
- Building a personal development plan
- Learning styles
- On the job training
- Evaluating training effectiveness

### • 05 Day Five

#### **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
- Analyzing turnover
- Healthy versus unhealth

# Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 7, 2025	April 11, 2025	5 days	4250.00 \$	UAE - Dubai
July 7, 2025	July 11, 2025	5 days	4950.00 \$	Turkey - Antalya
Oct. 5, 2025	Oct. 9, 2025	5 days	4250.00 \$	Bahrain - Manama