



HR SKILLS

for HR Assistant

Course Introduction:

HR is becoming one of the most critical and strategic functions in the organization. To allow the organization to get the most from this area you need well trained and prepared staff in HR.

This program is designed to cover all aspects of the work of a modern HR (or Personnel) department and is designed to serve as an introduction to HR for newly appointed HR Assistants or alternatively as a refresher for those with two or three years' service.

The subjects covered will include all aspects of a modern employment policy presented from the point of view of the HR function.

Subjects covered will include:

- Nationalization
- Assessment Centres
- Change Management
- Competencies
- Employee Relations
- Job Evaluation
- Performance Management
- Recruitment and Retention

Course Objectives:

Following completion of this unit, you will know how to:

- Explain the role and purpose of the HR/Personnel function
- Develop HR policies which meet the strategic aims of your organization
- Apply HR practices which fit the needs of your organization
- Develop a set of HR policies that will reflect the context of the Middle East
- Adapt the practices currently in place in the West
- Identify critical issues in your organization that will need to be addressed
- Develop a high performance culture
- Develop a harmonious relationship between HR and the line

Who Should Attend?

Those new to HR, in-house and agency recruiters and administration professionals who have HR responsibilities. The course will also appeal to experienced HR assistants who wish to update knowledge around legislation and practical skills.

Course Outline:

HR in context and relationship with the rest of the organization

- The Context for HR in the Middle East
- Absence Management
- Alcohol and Drug Abuse
- Assessment Centres
- Bonus and Incentives
- Business Travel and Expenses
- Career Breaks and Sabbaticals
- Change Management
- Competency Frameworks

Employee Relations – Employer of Choice

- Coaching
- Codes of conduct
- Communications
- Competency Frameworks
- Consultation
- Clothing and Dress Codes
- Disciplinary Procedure
- Employer of Choice
- Employee Relations
- Handling Disciplinary and Grievance Issues
- Harassment Policies

Recruitment – Work-Life Balance

- Recruitment
- Redundancy
- Relocation
- Retention
- Salary Scales
- Succession Planning
- Suggestion Schemes
- Sick pay schemes
- Training Strategies
- Union Recognition
- Work-Life Balance

Job Evaluation – Performance Management

- Job Evaluation
- Leadership Competencies and Development
- Long Service Awards
- Merit Reviews
- Mentoring
- Nationalization
- Overtime
- Performance Management

E-Learning – Internet and Email policies

- e-Learning
- HR Intranets
- Employee Assistance programs
- Employee Attitude Surveys
- Equal Opportunities
- Exit Interviews
- Giving and Receiving Feedback
- International Assignments
- Internet and Email policies

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

Course Timings:

Daily Course Timings:

08:30 - 08:50	Morning Coffee / Tea
08:50 - 10:20	First Session
10:20 - 10:40	Coffee / Tea / Snacks
10:40 - 12:20	Second Session
12:20 - 12:40	Coffee / Tea / Snacks
12:40 - 14:30	Last Session

المركز العالمي للتدريب والتطوير
International Centre For Training & Development