



STRATEGIC

Human Resource Management

Course Introduction:

Most problems that any company can have are ultimately people problems. Human resources management (HRM) is therefore critical to the success of any company, especially as environments in which companies operate are becoming more competitive. The fundamental objective of this course is to bring delegates to understand how to harness the human capital a company has to achieve its goals. Concepts and issues covered will include. Managerial and operational roles of HRM and the contribution these make to organizational effectiveness and employee well-being. Inter - relationship between HRM strategy and specific HR roles and functions, such as, job analysis and design; recruitment and selection; training and development; performance management and enhancement; reward management, compliance with legislation and management of employee relations. Effectiveness of HRM policies, processes and practices. Business challenges involving human resource systems. HRM tools such as performance appraisals and understand their role in recruitment, retention and career progression and Fair practice and diverse workforce management practices.

Course Objectives:

On completion of the module, the delegates should be able to:

- ✓ Knowledge of human resource practices to their own job search and career choices
- ✓ Improved skills in the areas of problem solving and analysis, written and oral communication, teamwork
- ✓ Knowledge of relevant theories to the management of people in organizations
- ✓ An understanding of HRM from a systemic and strategic perspective
- ✓ An analytical approach towards management systems
- ✓ An insight to the strategic and competitive advantages associated with effective HRM practices
- ✓ An Understanding of key HR levers available to managers

Who Should Attend?

This course will be of interest to both middle and senior level staff including:

- ✓ Managers, supervisors in human resource or personnel functions, including career development and training
- ✓ Directors and senior managers concerned with the integration of HRM into their corporate strategy
- ✓ Executives for whom the management of people is an important element in their own success

Course Outline:

We have designed this content based on our expertise in training needs. But we are open to add or remove at the request of the client where that this course is a customized course

MODULE 1: Introduction

- 1.1 People and problems
- 1.2 How to associate problems and people
- 1.3 The value of people – human resources
- 1.4 Managerial leadership
- 1.5 Organizational socialization

MODULE 2: The Nature of Strategic Human Resource Management (SHRM)

- 2.1 SHRM in organizational management
- 2.2 Central features of contract and employment relationship
- 2.3 Theoretical issues surrounding HRM
- 2.4 Models of HR strategy, control, resource and integrative management
- 2.5 Levels of strategy formulation and links between business strategy and HRM

MODULE 3: Human Resources Management from a Systems Perspective

- 3.1 The evolving corporate environment
- 3.2 Organizations as dynamic systems
- 3.3 Organizational effectiveness and efficiency
- 3.4 Failures within corporations due to narrow thinking

MODULE 4: HRM Concepts and Practices

- 4.1 New paradigms in HRM
- 4.2 Concepts, tools, and instruments
- 4.3 Strategic frameworks and thinking
- 4.4 Learning and problem solving
- 4.5 Centering employees and employee values
- 4.6 Developing a HRM plan

MODULE 5: Personal Effectiveness

- 5.1 Key traits of effective personnel managers
- 5.2 Setting priorities
- 5.3 Interpersonal perception
- 5.4 Interpersonal communication
- 5.5 Delegating tasks
- 5.6 Personal growth and career development

5.7 Techniques of good time management

MODULE 6: Motivation

- 6.1 Motivation and organizational climate
- 6.2 The dynamics of achievement motivation
- 6.3 The dynamics of power and affiliation motivation
- 6.4 Decision making in groups

MODULE 7: Performance and Quality Management

- 7.1 Total quality management (TQM)
- 7.2 The TQM axioms
- 7.3 Consequences of total quality
- 7.4 Costs of total quality
- 7.5 Valuable tools for quality
- 7.6 Identifying and recognizing accomplishment
- 7.7 Management by objectives rather than by tasks

MODULE 8: Restructuring Work and Organization

- 8.1 Explaining the meaning of work
- 8.2 Job design
- 8.3 How work design and different organizational designs affect HRM

MODULE 9: Recruitment and Selection

- 9.1 Key legal requirements relating to recruitment and selection
- 9.2 Nature of attraction in recruitment
- 9.3 Effectiveness of selection interview
- 9.4 Value of psychometric testing
- 9.5 Recruit or promote decisions
- 9.6 Management turnover and succession
- 9.7 Management training

MODULE 10: Performance Management and Appraisal

- 10.1 Performance management, assessment and appraisal
- 10.2 Model of performance management
- 10.3 Approaches to assessment and appraisal
- 10.4 Employee development
- 10.5 Performance rating techniques

MODULE 11: Human Resource Development

- 11.1 HRD within HRM
- 11.2 Connection between HRD and strategy
- 11.3 Ideas of workplace learning
- 11.4 Development in knowledge management and e-learning

MODULE 12: Health and Work Security

- 12.1 Benefits of a health and wellness strategy
- 12.2 Occupational safety, health and wellness
- 12.3 Physical and psycho-social hazards in the modern workplace

MODULE 13: HRM Processes

- 13.1 Problem solving in daily HRM
- 13.2 Reducing the time between decisions and actions
- 13.3 Learning from your and others' mistakes
- 13.4 Planning in HRM
- 13.5 Approaches to manpower planning
- 13.6 Flexibility and diversity management

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

