



STAFF/PERSONNEL Management

Course Introduction:

This course will help you to plan, organize, delegate and manage personnel efficiently, Help you go to the next step in your job.

Although planning, organizing and administering may be assigned to other persons, they are an integral part of a leader's responsibility, and may sometimes fall under the leader's list of tasks. In either case, the leader is responsible for ensuring these tasks are carried out in a manner consistent with the group's agreed goals and priorities.

Course Objectives:

- Explain how perception, learning and prior experience influence human behavior
- Identify and practice communication skills that will improve your ability to effectively receive and transmit messages in the workplace
- Explain factors that contribute to overall workplace conditions and can affect workplace culture
- Explain basic supervising practices for controlling business or department operations
- Identify essential processes in the recruitment and induction of employees
- Describe the key elements of planning and conducting effective staff training
- Describe how team processes can be used to improve performance and productivity
- Identify methods to establish and maintain discipline through positive means, such as reinforcement and increasing motivation
- Describe strategies for reducing dissatisfaction and handling dissatisfaction when it arises
- Explain the importance of monitoring workplace processes and performance, and how to report your observations

Who Should Attend?

- Business owners
- Supervisors and foremen
- Human relations managers
- Departmental managers
- Project managers
- Teachers, students, employees - anyone wishing to climb to a higher position within their organization.

Course Outline:

There are 10 lessons in this course:

HUMAN BEHAVIOR

- Individual and group behavior
- Perception
- Gestalt theory of perception
- Influences on perception: behavior, appearance, expectations, primary effect, attribution, schemas
- Perception and reality
- Selective attention
- Central traits
- Attribution
- Kelley's theory of attribution
- Changing perceptions
- Defense mechanisms
- Psychologically healthy individuals
- Influences on human behavior
- Socialization
- Family influence
- Influence of school
- Influence of peers
- Influence of society

WORKPLACE COMMUNICATIONS

- Communication defined
- Variables affecting communication: context, nature and quality of the transmitted message and the received message
- Effective communication
- Listening effectively
- Giving clear instructions

WORKPLACE CONDITIONS

- Unions
- Duty of care
- Workplace safety
- Costs of illness and injury
- Lifting and manual handling
- Protective equipment

- Workplace bullying and violence
- Workplace design; physical and psychological factors
- Color
- Office landscaping

CONTROLLING OPERATIONS

- Supervising staff: listening, informing, leading
- Managing a project
- Applying standards
- Monitoring performance
- Regulating progress
- Giving directives and introducing change
- Dealing with contingencies
- Developing contingency plans
- Problem solving methodology
- Stock control
- Quality control
- Production control
- Labor utilization control
- Financial control

RECRUITMENT AND INDUCTION

- Advertising a position
- Interviewing
- Interview guidelines
- Interview questions
- Types of questions

STAFF TRAINING

- Responsibilities of a trainer
- Factors affecting learning: Attention, intelligence, self-esteem. Etc.
- How we learn
- Memory
- Assessing training needs
- Sources of information for a needs assessment
- Communication skills for trainers
- Body language
- Reasons that people do not learn -communication barriers
- Developing conversation

- Effective questioning
- Motivating learners
- Principles of learning
- Adult learners

WORK TEAMS

- Conformity -Heiders Balance Theory
- Different styles of handling conflict
- Delegation
- Delegation situations: High Experience/Low Motivation; High Experience/High Motivation etc.
- Conflict handling techniques
- Dealing with anger (in yourself and in others)
- Negotiation
- Joint problem solving approach
- Mediation
- Negotiation problems

POSITIVE DISCIPLINE

- Static and dynamic principle
- Giving praise
- Enforcing rules
- The disciplinary interview
- Changing behavior -classic and operant conditioning
- Reinforcement
- Punishment

GRIEVANCES AND COMPLAINTS

- Detecting a problem
- Guidelines for dealing with grievances
- Reducing grievances
- Applying the formal problem solving technique

MONITORING AND REPORTING

- Monitoring performance
- Observation
- Regular review
- Scheduled evaluations
- Report writing
- Work study

- Techniques of work study
- Work measurement

Course Certificate:

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

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
- Discussion
- Presentation

Course Fees:

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

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