

PROFESSIONAL SKILLS FOR HUMAN RESOURCES MANAGEMENT

HRM016

COURSE DESCRIPTION

In today's organizations, HR professionals are more than technical or subject matter experts. They are counselors, communicators, presenters, and problem solvers. Employing and retaining the right people within your organization will increase productivity and impact the bottom line. Learn best practices in the ever-changing field of personnel management and human resource development.

Through the examination of accepted practices, current trends, and the latest research, this course covers the most essential professional skills for HRM. Participants will gain the skills necessary for the application of this important professional function within all private and public organizations.

COURSE GOAL

To enhance the participants' knowledge, skills, and abilities necessary to use HR management techniques to increase engagement and, consequently, productivity and workforce morale.

COURSE OBJECTIVES

By the end of the course, participants will be able to:

- Determine the importance of Emotional Intelligence (EI) to HR professionals and apply simple techniques to develop their emotional quotients.
- Deliver balanced and well-structured public speeches with ease and confidence after learning how to deal with public speaking anxiety and subduing its effects.
- Understand the differences between influencing and persuading and use best techniques in applying them in HR work related situations.
- Apply effective creative problem-solving techniques that will help them make the right decisions.
- Understand the differences between finance and accounting.
- Use various budgeting techniques and apply them immediately in HR related scenarios.

WHO SHOULD ATTEND

HR people who wish to update their knowledge and skills about the latest techniques in the various behavioral competencies, including:

- Human resources professionals
- Experienced officers and managers.
- New appointed to career in HR as administrators, officers or specialists.

COURSE DURATION

5 Working Days

COURSE OUTLINES

1. Emotional Intelligence (EI): Sharpening HR Professional Competencies

- What is EI?
- Self-awareness and self-management
- EI importance for HR professionals
- Developing EI competencies
- Daily applications in the HR environment

2. Public Speeches and Presentations

- Purpose and objectives, different types
- Structure of presentations
 - The three 's' rule
 - Effective speech skeleton
 - Powerful openings
 - Previews and transitions
 - Key points
 - Reviews
 - Closing
- Speech supporting
- How to deal with public speaking anxiety
- Style of presenting
 - Body positioning
 - hand movement
 - Eye contact
 - Dress and appearance
 - Mannerisms
 - Verbal tics,
 - Verbal variety
 - Pauses

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3. Persuasion and Influencing

- What is persuasion and influencing?
- Steven Covey's circle of influence and circle of concern
- HR application of persuasion and influencing
- The different techniques of influence and persuasion
- Use of techniques for different business and HR situations

4. Creative Problem Solving and Decision Making

- The problem-solving cycle
- Creative problem-solving methods and overcoming barriers
- Link between problem solving and decision making
- The 6-step process to decision making

5. Accounting & Finance

- Accounting versus finance
 - Accounting: recording and reporting
 - Finance: analysis and decision making
- Financial Statements
 - Income Statements
 - Balance Sheets
 - Cash Flow Statement
- Performance Measurement
 - Trend Analysis
 - Common Size Financial Statements
- Operational Budgeting
 - Importance of Budgeting
 - Methods of Budgeting
 - Incremental Budgets
 - Zero Based Budgeting
 - Participative Budgeting
 - Budgets as a Control Tool

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