



## The HR Administrator's Role



6 - 17 October 2024



Amman (Jordan)

# The HR Administrator's Role

course code: H3024 From: 6 - 17 October 2024 Venue: Amman (Jordan) - Vip Business Center course Fees: 3700 Euro

## The Course

This new and much needed program is offered for the first time this year. The HR administrator's critical role is rapidly changing; the new importance of HR, its changing shape and responsibilities all require outstanding administrative support and leadership. Two of the world highest paid HR professionals started as HR administrators, it's a career with no boundaries providing you have the right approach for the new challenges of tomorrow HR.

### *Some highlights of this course are:*

- You will understand the complete role of HR and the new organizational map
- Find out the fastest growing area of HR – and why it's so important
- Be able to see how HR Data can be better managed and how predictive forecasting works
- Find out about the 10 key areas of any world class HR function and how they fit together
- Find out how two key activates in the new HR will dramatically improve HR efficiency

## The Goals

### *At the end of this course you will be able to:*

- Know and be able to demonstrate to others how a world class integrated HR function operates
- Be able to show others the real value HR can deliver to any organisation
- Be able to understand how people are the essential ingredient in any organisation – master personality, competence and performance –the three key people ingredients
- Use new techniques and software to get the best from your existing HR data
- Update you own skill level for 2012 and beyond

## The Process

- This course will be presented by a world leader in effective HR. The training will all be practically based, using industry case studies, group work and presentations.
- Delegates will get a colored wall chart showing the new HR function which will aid future development. New software will be demonstrated linked to case studies
- Delegates will get the opportunity to see personality profiling and its value for recruitment, development and succession planning

## The Benefits

### *For those attending:*

- Master the complete role of tomorrows world class HR functions
- Gain confidence through attending a definitive course on HR
- Learn through practice and be able to return to work with an enhanced skill set
- Find out what outstanding HR has to offer world class companies

- Be able to have the confidence and knowledge to become more efficient when returning to work

## The Results

### *For the organisation:*

- Greater HR efficiency
- Forward and results focused
- HR will become a better fit with the rest of the organisation
- Those attending will have a significant skills improvement
- Those attending will be able to improve on the 10 key HR deliverables
- This course will provide a high return on investment

## The Core Competencies

- Forward Planning and business results
- Effective and efficient use of time
- Mastery of new HR skills
- Able to create business value
- Business data management

## The Programme Content

### Day One

#### *Does HR provide a good service?*

- Introductions and course objectives
- What does HR do v What should it do
- How should HR success be measured
- Getting HR aligned with organizational needs
- Debrief review
- Understanding who is our customer

### Day Two

#### *HR in alignment from structure to strategy - how it all works*

- Moving to greater effectiveness- the new shape of HR functions
- The key critical areas of HR -the new HR map of activities
- Key activity one - where HR fits with organizational strategy
- Ways of improving co operation between HR and other departments
- Tools to help us work better with other departments

### Day Three

#### *From recruitment to performance appraisal - critical processes*

- Key activity two Recruitment and selection - your involvement in the process. Recruitment is the gateway into the organisation

- Recruitment in action
- Recent improvement in the recruitment process and how to streamline the process
- Key Activity three Performance appraisal - how much does this cost -
- Is performance appraisal good value? What is it designed to do?
- The need to measure and collect two critical pieces of data - Competencies and performance ratings. How to improve this process

## **Day Four**

### ***Training and HR processes***

- Key activity four How to code, priorities and get a streamlined system for training
- The new training schema
- Activities involved in training - getting it right
- Key activity five - Pay bonus and rewards - new ideas and methods to improve motivation
- Key activity six - Grievance - disciplinary and rules and regulations - the most difficult area; disciplinary issues
- What other companies do - Case Studies

## **Day Five**

### ***Making things happen correctly***

- Key activity seven - HR's role as leaders
- Innovation in succession planning - approaches
- Key activity eight - People are not your most valuable asset - the right people are - measuring human capital
- Key activity nine - the new HR powerhouse - manpower planning
- Using HR data to significantly help the business
- Key activity ten - the role of HR in managing processes