



Basics of Human Resource Management (SHRM)



15 - 26 September 2024



Muscat (Oman)

# Basics of Human Resource Management (SHRM)

course code: H3007 From: 15 - 26 September 2024 Venue: Muscat (Oman) - course Fees: 3700 Euro

## Introduction

This course provides a comprehensive and modern overview of the role and activities of the Human Resource Personnel (HR) Department. It presents the latest tools and techniques for the effective management of people.

Participants will learn about the processes involved, the systems used and the skills needed to be successful in a modern HR Department. They will explore personnel activities ranging from the recruitment interview to a dismissal meeting, discovering the skills required and the role of the HR Professional in the 21st Century.

- Strategic HRM in the modern organisation
- Measuring and reducing absenteeism
- Performance Management in a multi-cultural environment
- Essential steps in employee record security and minimizing identity theft
- Managing employee problems

## Objectives

**By the end of this course delegates will be able to:**

- Understand Strategic HRM approaches (SHRM)
- Describe the role and functions of the Personnel/HR Department
- Show awareness of employee resourcing , recruitment & reward
- Describe best practice in working with employees and assisting with employee problems
- Understand performance management in a multi-cultural environment
- State the benefits of HR Planning and HR Ethics

## Training Methodology

There are interesting presentations supporting each of the topics together with interactive trainer lead sessions of discussion. There will also be practical sessions where participants have the opportunity to practice and experience some HR related activities. Role-plays, case studies, DVD's, small group work, exercises and feedback will be used to facilitate learning.

## Organisational Impact

- Will enable participants to successfully work in a HR or Personnel Department
- Add value to the department and the organisation as a whole.
- More focused support for the organisation built on a thorough understanding of the functional

role and responsibilities.

- Participants are encouraged to take new ideas and strategies back to their workplace for discussion with their managers.
- The organisation will receive input into key areas for improvement from a enthused employee
- Staff committed to building a high performance organisation

## Personal Impact

- Will enable participants to understand the history and development of modern HR practice
- Improved confidence and self assurance
- A greater strategic overview of the HR function
- Will enable participants to apply best practice in employee resourcing
- A greater awareness off own beliefs and limitations related to HR practice
- Will enable participants to work with and assist employees

## SEMINAR OUTLINE

### DAY 1

#### An Overview of Human Resource Management

- Introducing Human Resource Management (HRM)
- Human Resource Management V Personnel Management
- Main activities, responsibilities and tasks of HRM
- Introducing Strategic HRM (SHRM)
- Personnel jobs and systems
- Typical department structure - HRM department case study
- Qualifications and professional study
- Personal qualities needed for HRM work

### DAY 2

#### Administration & Performance Management

- Administration and business support
- Monitoring and reporting, e.g Sickness and Absence
- Absence management case study
- Introduction to HR databases and computer systems
- Security and confidentiality of employee records
- Performance management in a multi-cultural setting
- Appraisal systems and 360 degree feedback
- The employee disciplinary interview

## DAY 3

### Recruiting, Rewarding and Retaining Employees

- Flexibility and introducing the 'flexible firm'
- Pay and reward, compensation and benefits
- Introducing 'total reward' concepts
- Recruitment and selection
- Assessment and development centres
- The use and limitations of aptitude tests and psychometrics
- Use of references
- Induction for new employees

## DAY 4

### Working with and Assisting Employees

- Managing employee problems
- Employee Assistance Programmes (EAP)
- Complying with employment law
- Equality of opportunity & employee diversity
- Dignity-at-work, Bullying & Harassment
- Grievance and conducting workplace investigations
- Introducing workplace mediation
- Exit procedures and exit interviews

## DAY 5

### HR Planning, Learning & HR Ethics

- What is learning?
- Training and Development
- Human resource planning
- Integrated HR strategies
- HR and Training and Development
- HRM Ethics
- Professional Conduct
- Personal action planning and continuing personal development (CPD)