

# € TRAINING

Basics of Human Resource Management



1 - 5 September 2024  
Amman (Jordan)



# Basics of Human Resource Management

REF: H203 DATE: 1 - 5 September 2024 Venue: Amman (Jordan) - Fee: 3350 Euro

## Introduction:

This course provides a comprehensive and modern overview of the role and activities of the Human Resources 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.

## Course Objectives:

At the end of this course the participants 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
- Understand the history and development of modern HR practice
- Improved confidence and self-assurance
- Gain a greater strategic overview of the HR function
- Apply best practice in employee resourcing

## Targeted Audience:

- HR Managers
- HR Supervisors
- HR Professionals
- Employees and Individuals who want to get great knowledge to enhance their profile

## Course Outlines:

### Unit 1: An Overview of Human Resource Management:

- Introducing Human Resource Management HRM
- Human Resource Management VS 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

### Unit 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

### Unit 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 centers
- The use and limitations of aptitude tests and psychometrics
- Use of references
- Induction for new employees

### Unit 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

### Unit 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