


# € TRAINING

The Future of HR: Re-engineering the  
Employee Experience

A group of four smiling professionals (three men and one woman) in a meeting setting. The woman in the foreground is wearing a black top and a multi-strand necklace. The men are wearing white shirts. They are all looking towards the camera with pleasant expressions. The background is a blurred office environment.

9 - 13 September 2024  
Casablanca (Morocco)  
New Hotel



# The Future of HR: Re-engineering the Employee Experience

REF: H2055 DATE: 9 - 13 September 2024 Venue: Casablanca (Morocco) - New Hotel Fee: 3685 Euro

## Introduction:

You may learn how to re-engineer HR to meet the needs and requirements of a changing workforce, organization, and economy by taking the Future of HR training program. Additionally, you will discover the most recent HR best practices worldwide and what the top businesses are doing to be profitable and relevant. The goal of this training program is to provide participants the most return on their investment in themselves.

## Program Objectives:

At the end of this program, participants will be able to:

- Give a brief explanation of how to reengineer HR.
- Create a strategy to turn HR into a Strategic Partner.
- Determine how individuals react to change and investigate the causes of resistance to change.
- Recognize human psychology and use the proper HR reaction.
- Create a strategy for assessing and redesigning HR.

## Targeted Audience:

- HR.
- Planners, Strategic Planners

## Program Outline:

### Unit 1:

#### Why is a Strategic HR Approach Needed?

- Growth of Strategic HRM SHRM.
- Strategic and Transactional HR Delivery.
- Ulrich Business Partners, Shared Services, and Centers of Expertise: The New HR Models.
- 10 Steps to Create an HR Strategy According to the Future HR Model.

### Unit 2:

## Change Leadership & HR :

- The Difference between Change Management and Change Leadership.
- The Stages of the Change Journey.
- Managing Employee's Resistance to Change.
- The Importance of Communication during Change.
- Understanding "Best-practice" Change Management Processes.

## Unit 3:

### Global Trends Impacting on The Future HR:

- A Changing Psychological Contract.
- New Ways or Recruiting and Selecting Talent.
- Artificial Intelligence & Robotics.
- Working with a Global Workforce.
- The New Generations - Generation X, Y and Z.

## Unit 4:

### Assisting & Retaining Valuable Employees:

- Employee Mental Health Issues.
- Establishing an Employee Assistance Programme EAP.
- Dealing with Crisis, Trauma and Disaster.
- Bullying, Harassment and Prevention.
- Retention Strategies that Work.

## Unit 5:

### Re-engineering Your HR Services:

- Assessing If You are Ready to Change.
- Practical Ways of Re-engineering Your Service Delivery.
- HR's Contribution to Added Value.



- Ways of Evaluating your HR Function.
- Your Plan for Re-engineering.