

# € TRAINING

HR Skills for HR Assistants





## HR Skills for HR Assistants

### Introduction:

HR is becoming one of the most critical and strategic functions in the organization. To allow the organization to get the most from this area you need well trained and prepared staff in HR.

This program is designed to cover all aspects of the work of a modern HR or Personnel department and is designed to serve as an introduction to HR for newly appointed HR Assistants or as a refresher for those with two or three years of service.

### Course Objectives:

At the end of this course the participants will be able to:

- Explain the role and purpose of the HR/Personnel function
- Develop HR policies which meet the strategic aims of their organization
- Apply HR practices which fit the needs of their organization
- Develop a set of HR policies that will reflect the context of the Middle East
- Adapt the practices currently in place in the West
- Identify critical issues in their organization that will need to be addressed
- Develop a high-performance culture
- Develop a harmonious relationship between HR and the line
- Write a modern HR policy
- Identify the practices which are appropriate to a particular organization

### Targeted Audience:

- HR Personnel
- HR Assistants
- HR Admin Assistants
- People who are interested to get new skill in HR

### Course Outlines:

#### Unit 1: HR in Context and Relationship With The Rest of The Organization:

- The Context for HR in the Middle East
- Absence Management
- Alcohol and Drug Abuse
- Assessment Centres
- Bonus and Incentives
- Business Travel and Expenses
- Career Breaks and Sabbaticals
- Change Management
- Competency Frameworks

#### Unit 2: Employee Relations - Employer of Choice:

- Coaching
- Codes of conduct
- Communications
- Competency Frameworks
- Consultation
- Clothing and Dress Codes
- Disciplinary Procedure
- Employer of Choice
- Employee Relations
- Handling Disciplinary and Grievance Issues
- Harassment Policies

### Unit 3: Recruitment - Work-Life Balance:

- Recruitment
- Redundancy
- Relocation
- Retention
- Salary Scales
- Succession Planning
- Suggestion Schemes
- Sick pay schemes
- Training Strategies
- Union Recognition
- Work-Life Balance

### Unit 4: Job Evaluation - Performance Management:

- Job Evaluation
- Leadership Competencies and Development
- Long Service Awards
- Merit Reviews
- Mentoring
- Nationalization
- Overtime
- Performance Management

### Unit 5: E-Learning - Internet and Email Policies:

- E-Learning
- HR Intranets
- Employee Assistance programs
- Employee Attitude Surveys
- Equal Opportunities
- Exit Interviews
- Giving and Receiving Feedback
- International Assignments
- Internet and Email policies