

# € TRAINING

Human Resource Development Business  
Skills & Best Practices



9 - 13 December 2024  
Milan (Italy)



# Human Resource Development Business Skills & Best Practices

REF: H959 DATE: 9 - 13 December 2024 Venue: Milan (Italy) - Fee: 5940 Euro

## Introduction:

If you're an HR and training professional looking for a course that lets you put your new learning into practice right away, Human Resource Development and Training Management course is for you.

This work-based learning program will give you the skills and knowledge you need for a career in strategic, tactical, and operational Human Resource Development HRD. If you're already working as a manager, you'll learn how to manage HRD within the wider human resources and business context.

## Course Objectives:

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

- Explain the importance of Emotional Intelligence EI to HR professionals and apply simple techniques to develop their emotional quotients
- Deliver balanced and well structured public speeches with ease and confidence after learning how to deal with public speaking anxiety and subduing its effects
- Describe the differences between influencing and persuading and use the best techniques in applying them in HR work-related situations
- Apply effective creative problem-solving techniques that will help them make the right decisions at work
- List the main differences between finance and accounting
- Use various budgeting techniques and apply them immediately in HR-related scenarios

## Targeted Audience:

- HRD specialist
- HR manager
- Training manager
- Training consultant
- Benefits analyst
- Human resource management HRM
- Human resource officer
- Human resource systems manager
- Personnel adviser
- Recruitment consultant
- Training and development coordinator

## Course Outlines:

### Unit 1:

- Introduction
- Aligning HR Objectives with Organizational Mission
- Vision
- Strategic Objectives
- Quality Policies.

## Unit 2:

- Understanding Organizational Objectives.
- Business Environment.
- Business Needs.
- HR Strategic Plans.
- HR Business Processes.

## Unit 3:

- Implementing Good & Best Practices in HR Processes.
- Customer-Centric Management.
- HR General Good Management Practices.
- Leadership in HR.

## Unit 4:

- Leadership Processes.
- Leadership Activities some Ideas.
- HR Best Practice Processes.
- Exceeding "Customer" Expectations Ideas for HR.
- Improvements Implementation System for HR.

## Unit 5:

- IT Systems & Processes for HR Productivity & Customer Satisfaction.
- Fast-tracking Change & Improvements.
- Workshop: Preparing an Action Plan for Implementing Improvements in your Organization.
- Recommendations.