

# € TRAINING

The HR Administrator's Role



6 - 10 October 2024  
Amman (Jordan)  
ibis Amman



# The HR Administrator's Role

REF: H220 DATE: 6 - 10 October 2024 Venue: Amman (Jordan) - ibis Amman Fee: 3350 Euro

## Introduction:

This new and much-needed program is offered for the first time this year. The HR administrator's critical role is rapidly changing; the new importance of HR, its changing shape, and responsibilities all require outstanding administrative support and leadership.

Two of the world's highest-paid HR professionals started as HR administrators, it's a career with no boundaries providing you have the right approach for the new challenges of tomorrow HR.

## Course Objectives:

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

- Know and be able to demonstrate to others how a world-class integrated HR function operates
- Be able to show others the real value HR can deliver to any organization
- Understand how people are the essential ingredient in any organization - master personality, competence, and performance -the three key people ingredients
- Use new techniques and software to get the best from your existing HR data
- Understand the complete role of HR and the new organizational map
- Understand how HR data can be better managed and how predictive forecasting works
- Master the complete role of tomorrow's world-class HR functions
- Find out what outstanding HR has to offer world-class companies
- Be able to have the confidence and knowledge to become more efficient when returning to work

## Targeted Audience:

- HR Managers
- HR Professionals
- HR Administrators
- Officers who wish to develop their knowledge and improve their HR administration skills

## Course Outlines:

### Unit 1: Does HR Provide a Good Service?

- What does HR do VS What should it do?
- How should HR success be measured?
- Getting HR aligned with organizational needs
- Debrief review
- Understanding who is our customer

### Unit 2: HR in Alignment From Structure to Strategy:

- Moving to greater effectiveness- the new shape of HR functions
- The key critical areas of HR -the new HR map of activities
- Key activity one - where HR fits with organizational strategy

- Ways of improving cooperation between HR and other departments
- Tools to help us work better with other departments

### Unit 3: From Recruitment to Performance Appraisal - Critical Processes:

- Key activity two Recruitment and selection - your involvement in the process.
- Recruitment is the gateway into the organization
- Recruitment in action
- The recent improvement in the recruitment process and how to streamline the process
- Key Activity three Performance appraisal - how much does this cost -
- Is performance appraisal good value? What is it designed to do?
- The need to measure and collect two critical pieces of data - Competencies and performance ratings. How to improve this process

### Unit 4: Training and HR processes:

- Key activity four How to code, prioritize and get a streamlined system for training
- The new training schema
- Activities involved in training - getting it right
- Key activity five - Pay bonus and rewards - new ideas and methods to improve motivation
- Key activity six - Grievance - disciplinary and rules and regulations - the most difficult area; disciplinary issues
- What other companies do

### Unit 5: Making Things Happen Correctly:

- Key activity seven - HR's role as leaders
- Innovation in succession planning - approaches
- Key activity eight - People are not your most valuable asset - the right people are - measuring human capital
- Key activity nine - the new HR powerhouse - manpower planning
- Using HR data to significantly help the business
- Key activity ten - the role of HR in managing processes