MERCURY

HR Professional



Dubai (UAE) +9714 834 3854

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Introduction:

This program deals with the latest innovations and direction of today's Human Resource Departments. This essential program will provide you with the best in new techniques, processes, and direction that leading HR departments need to take to be world-class.

Rapid and radical change is affecting the whole of the world. Some parts of the Middle East are facing significant challenges in terms of growth and competition. In other places the key to prosperity as an organization is seen as controlling costs and maintaining market competitiveness. In these circumstances, companies are increasingly searching for a source of competitive advantage through HR.

Targeted Groups:

- Human Resources Managers
- Business Partners
- Managers, Supervisors, and Team Leaders
- Specialists
- People who want to gain great HR skills to enhance their profile and career

Course Objectives:

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

- Master the new HR strategic process
- Be able to transform strategic requirements into HR objectives using the 6 S model
- Be able to create HR strategic action plans to achieve business objectives
- Be able to provide innovative predictive information
- Have practiced business information interviews and presenting results
- See the big picture for the future of employment and performance through people
- Build their professional confidence
- Identify the context for change - the economic and social changes that are driving employment change
- Identify current employment practices and establish an agenda for change
- Look at international developments in employment practices
- Establish a series of best practices covering such issues as Leadership and Management Style, Recruitment and Retention, Performance Management, Work Organisation, Equal Opportunities, Industrial Democracy, Employee Relations and Communications, Consultation and Involvement
- Use a strategic model to build an HR strategy, and know where strategy fits into corporate business
- Write business action plans to delegate strategic tasks
- Build and produce high-level management information
- Know what HR trends to report on and be able to master emergency planning
- Translate current trends to maximize Human Capital investment
- Do executive briefings to gather and disseminate information

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Targeted Competencies:

- Practice at developing strategic
- Planning
- Analytical thinking
- Creativity and step innovation
- Writing outlines for the 6 S process
- Mastery of the construction of Business action plans
- Use and mastery of HR statistical packages
- Personal presentation skills
- International HR law
- Manpower planning
- Use and mastery of different leadership styles
- Review recruitment and selection
- Use performance management tools
- Review the use of competencies

Course Content:

Unit 1: The Formulation of Strategy, How it Works - The Process Explained:

- Why taking HR to executive level is such a good idea - greater opportunities, bigger job - long term security & its what world-class businesses want
- Where strategy fits with the Vision, mission and operating plans
- Traditional approach to strategic planning
- The new HR model
- 10 steps needed to form an HR strategy
- The strategic model how it works

Unit 2: Translating Strategic Requirements into Business Action Plans - Including the Formation of HR Budgets:

- The formation of Strategic objectives and how to translate them into the HR 6 S model
- Building Business actions plans
- Building Strategic action plans - getting others committed; No SAP - what can happen
- Producing Executive financial information - unit costs and spend analysis.

Unit 3: Mastering Predictive Trends & Management Information - Getting the Big Picture:

- Why executives need predictive information
- Executive must be good at predictive information - trend analyze
- Software for predictive planning and trend analysis
- Other predictive factors to review, succession planning, emergency planning

Unit 4: Key Performance Factors - Maximising Human Capital:

- Measurement tools -organizational maturity, corporate culture, etc.
- Relationship between performance and competence

- Valuing human capital - how to do it
- Critical performance indicators
- Presenting at executive level

Unit 5: Understanding and Being Able to Act on High-Level HR Trends:

- World trends - employment, inclusion, new employee expectations
- World business trends - leadership, team working, employment/ supervision ratios
- Changing Trends relating to HR

Unit 6: The Context for Change:

- The big picture - Free Trade Agreements, World Trade Organisation, single currency, social changes, etc
- The strategic response
- Leadership and management style
- Recruitment and retention

Unit 7: Managing Performance, Behaviour, and Culture:

- Performance Management for grown-ups
- Improving managerial performance
- The Psychological Contract
- Climate and Culture
- Coaching, Mentoring; Counselling; Giving Feedback

Unit 8: Implications for Employment Practice:

- Work Organisation
- The use of Competencies
- Human Capital Management

Unit 9: Employee Relations:

- Rights versus responsibilities
- Poor performance procedure
- Disciplinary procedure
- Grievances
- Equal Opportunities

Unit 10: The Future for Employment Practices:

- Industrial Democracy
- The role of employee representatives
- Communications
- Consultation
- Involvement