HR PROCESSES, CULTURE & CHANGE MANAGEMENT TRAINING

COURSE OUTLINE

THE FRAMEWORK OF HR STRATEGY

- Introducing Human Resource Management (HRM)
- Strategic business partner model
- The difference between HRM and Personnel Management
- Main activities, responsibilities and tasks of HRM
- Types of HR Strategies
- Development of HR strategy
- Setting out the strategy
- Implementation of HR strategy
- Evaluation of HR strategy
- The changing world of business and its impact on the Human Resource Function
- Typical HR department structure

RECRUITMENT, EMPLOYEE RESORCING & REWARD

- Recruitment and selection
- Assessment and development centres
- The psychology of motivation – current thinking and practice
- The psychological contract
- Segmenting employee groups to understand similarities and differences
- Flexibility and the flexible firm
- Total reward
- Matching benefits to employee need to maximise cost-effectiveness

CONFLICT MANAGEMENT AT THE WORKPLACE

- Workplace conflict
- Managing conflict at work
- Counselling services & Employee Assistance Programmes (EAP)
- Introducing workplace mediation

- Managing employee problems – stress management
- Managing employee problems – bullying and harassment
- Understanding the difference between equality of opportunity & employee diversity
- Handling aspects of discrimination

PERFORMANCE MANAGEMENT

- The evolution of performance management
- Performance management process
- Managing organisational performance
- Evaluating performance management
- International performance management

LEARNING AND DEVELOPMENT STRATEGY

- Strategic Human Resource Development
- Elements of human resource development
- Strategies for creating a learning culture
- Organisational learning strategies
- Learning organisations strategies
- Individual learning strategies

EFFECTIVE ORGANISATIONAL DEVELOPMENT AND WORK PSYCHOLOGY

- Foundations of OD and organisational effectiveness
- History of work psychology
- Putting Organisational Development into practice
- Tools for change leadership
- The different roles in the OD process and how they complement one another
- Using a typical Business Alignment model to guide your process
- Selection of OD interventions and the planning stage

- Practical application of all the above process steps to actual situations which delegates will identify within their own organizations