



المركز العالمي للتدريب والتطوير
International Centre For Training & Development



MANPOWER

Budgeting, Planning & Control



INTERNATIONAL ACCREDITATION ORGANIZATION



UNIVERSITY OF ROCKHAMPTON
MAKING THE DIFFERENCE



Course Introduction:

This course will provide delegates with the skills needed to fully understand the costs involved with HR that allow them to present a realistic case to management. It will feature case studies, business simulation and practical group exercises to show delegates how to prepare, monitor and control the HR budget and, most importantly, understand the link between organizational finance and HR budgets.

Course Objectives:

- Give employees more influence over the decisions that affect them and be sure of a positive response
- Maximize the intrinsic motivation of their staff
- Use interpersonal skills to develop and empower their staff
- Implement ideas for effective delegation
- Understand their role in empowering the work force
- Apply company-wide initiatives for empowering and engaging employees

Who Should Attend?

- Supervisors, Superintendents and Team Leaders
- Staff with potential to reach supervisory and team leader roles
- HR or Personnel Generalists
- HR Business Partners
- Employee Relations Specialists

Course Outline:

What is meant by Empowerment and by Engagement?

- Definition of Empowerment and what it attempts to achieve
- Definition of Engagement and what it attempts to achieve
- Characteristics of engaged employees and of disengaged employees
- Characteristics of empowered employees and un-empowered employees
- Motivation - Intrinsic and extrinsic
- Goal theory

Techniques for engaging employees

- Informal participative decision-making programs
- Job enrichment,
- Continuous improvement

- Self-managed work teams.
- Quality circles
- Informal and formal consultation processes
- The establishments of charters with employees

The Role of the Supervisor and Team Leader

- The relationship with ER and HR
- The Interpersonal skills involved - listening, communicating, assertiveness and influence
- The responsibility for people
- Delegation
- Running Meetings

Empowered performance reviews

- Agreeing goals
- Motivating through feedback
- The importance of praise and how to make it more effective
- Coaching
- Reviewing performance
- Providing genuine development
- Handling unrealistic expectations

The key interventions

- Recruitment
- Induction
- Setting standards
- Handling problems
- Handling change
- The relationship with your boss

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Fees:

To be advised as per the course location. This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

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