



المركز العالمي للتدريب والتطوير  
International Centre For Training & Development



# HUMAN RESOURCES

## Development & Personnel Management



**ACTVET**  
Ras Al Khaima Centre for  
Technical and Vocational  
Education and Training  
مركز التعليم والتدريب  
التقني والمهني



INTERNATIONAL ASSOCIATION FOR  
HEALTH AND OCCUPATIONAL  
SAFETY AND THE ENVIRONMENT



**Project Management Institute**  
Registered Education Provider

**EFQM**  
Member



## Course Introduction:

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Most organizations would place the management and motivation of their people as their major priority. Training course is designed to show how to get the best out of the human resource.

## Course Objectives:

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**Upon successful completion of this course, participants will:**

- To develop an understanding human resources development and personnel management practices
- To develop an awareness the advantages of effective human resource management
- To develop awareness of key HR and HRD strategies for improving organizational success
- To understand the application of strategic human resources development and personnel management practices in the workplace
- To effectively apply appropriate practices to specific workplace situations

## Who Should Attend?

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- HR practitioners and line-professionals with development or personnel responsibilities
- People in HR, Personnel or Training and Development role
- Professionals with an interest in people management and development would also benefit

## Course Outline:

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### **Introduction to HRM, HRD and HRP**

- Seminar introduction and objectives
- The context for HR
- Change management
- Human Resource Management V Personnel Management
- Human Resource Development (HRD)
- Human Resource Planning (HRP)
- Strategic HRM – the new HR Strategic Model
- Outsourcing

### **Resourcing & Recruitment**

- The employment psychological contract
- Why do good people leave?

- The process approach to interviewing
- Induction, job descriptions and references
- Personality Questionnaires and forms of testing
- Methods of detecting when applicants don't tell the truth
- The new recruitment process to avoid litigation
- The value of using assessment centers

### **Pay & Employee Rewards**

- Employee motivation
- Salary, bonuses & benefits
- Understanding competencies
- Competency based Assessment
- Competency and performance based pay
- Different structures – different pay and rewards
- Total pay concept
- Salary surveys

### **Training Learning & Development**

- Career management
- Personal development
- Coaching
- Mentoring
- E-learning
- How flat organizational structures and empowered teams affect training and development
- Self Development
- 360 degree feedback as a development tool

### **Value for money from HR**

- The new HR structure
- New roles within HR
- HR Business Partners
- Value of trend analysis and HRP
- Internal and External Frameworks
- Proving ROI on HR activities
- Review

## Course Certificate:

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

## Course Methodology:

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**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 Fees:

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**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 Timings:

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### 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