



# مهارات أساسية في مجال الموارد البشرية: دليل لتحسين الأداء

**Duration:** 5 Days

**Language:** ar

**Course Code:** PH1-126

## Objective

:Upon completion of this course, participants will be able to

- Understand the intricacies of communication and articulate its significance in the realm of HR professionals.
- Elaborate on the fundamental principles of business and adept report writing.
  - Generate HR correspondence and sample reports with effective written communication.
- Utilise foundational conflict resolution skills, incorporating techniques of influence.
- Illustrate the significance of customer service in HR and outline the steps to cultivate the necessary mindset.

## Audience

This course is designed for anyone responsible for human resources processes and practicalities within a business environment. It would be most beneficial for:

- HR Professionals
- HR Managers

- HR Business Partners
- Line Managers
- Auditors
- Recruiters
- Secretaries
- Administrators

## Training Methodology

This course uses a variety of adult learning styles to aid full understanding and comprehension. Participants will take part in interactive presentations to understand exactly what's required to create an effective HR department and discuss the risks and problem areas that often arise.

Participants will then review real-world case studies and data to understand the recent trends in HR development and conduct role-playing activities to strengthen their verbal and written communication skills in order to aid communication with colleagues, stakeholders and recruiters.

## Summary

Human Resources Professionals play a pivotal role in an organisation's success. Navigating the workplace's complexities requires a diverse skill set, including communication skills. HR professionals need to convey information effectively, listen to employee concerns, and mediate conflicts.

Strong interpersonal skills are essential for building positive relationships and fostering a collaborative work environment. A deep understanding of employment laws and regulations is crucial for ensuring compliance and mitigating legal risks.

HR professionals also need analytical skills for data-driven decision-making, especially in areas such as talent acquisition, performance management, and workforce planning. Adaptability is also key, as HR professionals must navigate evolving workplace trends and technologies, remain confidential, and make fair and ethical decisions to meet strategic company goals.

# Course Content & Outline

## Section 1: What's Required in HR

- Legal frameworks in HR.
- Employee relations essentials.
- Recruitment and selection best practices.
  - Performance management techniques.
- Diversity and inclusion in the workplace.
  - HR policies and compliance.
- Employee benefits and compensation.
  - Workplace health and safety.
  - HR technology and tools.
  - Professional ethics in HR.
- Managing changes and updates in policies.

## Section 2: Advanced Communication Skills

- Advanced verbal communication techniques.
  - Non-verbal communication mastery.
  - Effective presentation skills.
  - Advanced negotiation strategies.
- Tailoring communication for diverse audiences.
  - Handling difficult conversations with finesse.
  - Cross-cultural communication competence.
  - Emotional intelligence in communication.
  - Public speaking and influencing skills.
- Advanced written communication proficiency.

## Section 3: Organisation & Time Management

- Principles of effective organisation.
- Time management strategies.
- Prioritising tasks and responsibilities.
- Goal setting and tracking progress.
- Creating efficient workflows.
- Delegation skills for effective teamwork.
- Balancing work and personal commitments.
- Utilising technology for the organisation.

- Overcoming procrastination.
- Stress management in the workplace.
- Addressing common challenges in policy implementation.
  - Auditing and assessing policy effectiveness.
  - Feedback mechanisms for policy improvement.

#### **Section 4: Developing Stakeholder Relationships**

- Understanding stakeholder engagement.
- Building and maintaining relationships.
  - Identifying key stakeholders.
- Effective communication with stakeholders.
  - Managing stakeholder expectations.
- Conflict resolution in stakeholder interactions.
  - Stakeholder feedback and input.
  - Cultivating trust and credibility.
- Adapting communication styles for different stakeholders.
  - Strategic stakeholder management.

#### **Section 5: Essential HR Analytics**

- Introduction to HR analytics.
- Key HR metrics and indicators.
- Data collection methods in HR.
- Data analysis techniques for HR insights.
  - Predictive analytics in HR.
- Using HR analytics for decision-making.
- Tools and technology for HR data analysis.
  - Ethical considerations in HR analytics.
- Communicating findings through HR reports.
- Continuous improvement in HR through analytics.
  - Technology tools for policy sign-off processes.
    - Ensuring accessibility and understanding.
  - Tailoring policies for organisational culture.

#### **Section 6: Policy & Procedure Sign Off**

- Understanding policy and procedure frameworks.
  - Importance of policy adherence.

- Legal and regulatory compliance.
- Significance of employee acknowledgement.
  - Creating effective policy documentation.
  - Implementing a sign-off process.
- Communication strategies for policy updates.
- Monitoring and enforcing policy adherence.
  - Handling exceptions and deviations.
- Continuous improvement in policies and procedures.
  - Training employees on policies and procedures.
  - Document control and version management.

## Certificate Description

عند إتمام هذه الدورة التدريبية بنجاح، سيحصل المشاركون على شهادة إتمام التدريب من Holistique Training. وبالنسبة للذين يحضرون ويكملون الدورة التدريبية عبر الإنترنت، سيتم تزويدهم بشهادة إلكترونية (e-Certificate) من Holistique Training.

وخدمة اعتماد التطوير المهني (BAC) معتمدة من المجلس البريطاني للتقييم Holistique Training شهادات ISO 29993 أو ISO 21001 أو ISO 9001 كما أنها معتمدة وفق معايير، (CPD) المستمر.

لهذه الدورة من خلال شهادتنا، وستظهر هذه النقاط على شهادة إتمام (CPD) يتم منح نقاط التطوير المهني المستمر واحدة عن كل ساعة CPD يتم منح نقطة ، CPD ووفقاً لمعايير خدمة اعتماد Holistique Training التدريب من لأي دورة واحدة نقدمها حالياً CPD حضور في الدورة. ويمكن المطالبة بحد أقصى قدره 50 نقطة.

## Categories

الإدارة والسكرتارية, إدارة الموارد البشرية HR, إدارة المشاريع

## Related Articles



### ما أهمية الموارد البشرية؟ ما هي إدارة الموارد البشرية؟

في عالم الأعمال المتنامي والمتغير بسرعة، تعتبر الموارد البشرية أحد أهم عناصر نجاح المؤسسات. فما هي الموارد البشرية؟ وما هو دورها في إدارة المؤسسات؟ تعد الموارد البشرية عبارة عن القوى العاملة في المؤسسة، وتشمل جميع الأفراد الذين يساهمون في تحقيق أهدافها وتطويرها. إنها ليست مجرد أعداد وإحصائيات، بل هي العقول والمهارات

## YouTube Video

<https://www.youtube.com/embed/cSXv2SIARts?si=Cuwzy6dFmSmu2GNX>