



Human Resources Series

Training Topics and Training Overviews

The role of the Human Resources Officer in today's organization, simply put, incorporates long-term human capital strategies, social responsibility, and talent management in order to assist other executives and their managers to effect and adapt to organizational change.

This training program views the Human Resources Officer as an organization's internal consultant – one who can help other managers learn how to work within a work force to motivate and manage employees to excel. This training will focus on the capabilities of the knowledge worker to achieve peak performance in business. A large part of this learning is based on a belief that the use of formal authority to lead and manage others will not yield effective results over time.

As such, this human capital and resources training program provides 10 highly interactive sessions that will introduce participants to the principles of hiring smart, managing smart, motivating smart, and planning smart. Using a train, the trainer method, each training program will build upon the next, each training program will reintroduce coaching as a recurring train the trainer tool. Participants will experience the emotional and intellectual dynamics that exist daily in their interactions with other employees, and will learn methods that will help them to train other executives to become more effective, and that will help them help their employees perform at a higher and more engaged level.

The common ingredient to all business is people. The better we can understand how to hire, manage, motivate, and plan effectively, the better we will be able to increase productivity and profit in our businesses.

Productive work in the new economy is work that applies vision, knowledge and concepts - work that is based on the mind rather than the hand. The center of gravity of the work force is shifting from the manual worker to the knowledge worker." ~ Peter F. Drucker

Personal Impact

At the conclusion of this Human Resources Training the Human Resources Officer will be able to:

- Understand how to train other managers to be manager coaches within their organization,
- Understand how decision making styles impact decisions,
- Understand how to train and assist other managers to develop more effective communications methods,
- Understand how to lead others through effective conflict resolution and negotiation situations,
- Understand how to develop effective work teams,
- Develop a thorough selection, orientation, and training program for their organization,
- Train other managers to use coaching and counseling best practices to develop high-performing work groups,
- Use strategic plans to help other managers and their employees to develop meaningful departmental goals and objectives,



- Learn how to use business process improvement tools and methods to assist other managers and their employees to improve employee engagement and business performance, and
- Develop effective performance appraisal processes that focus on productive outcomes related to workforce alignment and employee engagement.

Topic 1 | Training 1: Manager as Coach Training | Training Overview

This Training Program will train the Human Resources Officer in a train the trainer format to learn how to train other managers as manager coaches so that they can increase their level of management effectiveness and performance within their organization. This program will emphasize each employee's ability to identify and maximize their natural talents and strengths in a way that is consistent with who they are and who they need to become and to then learn how to utilize these talents to establish and implement effective management techniques and principles within their organization.

Topic 2 | Training 2: How To Make Better Decisions By Understanding Decision-Making Styles | Training Overview | Training Overview

This Training Program will show the Human Resources Officer how to motivate employees' better, help them make decisions faster, encourage other executives and staff to be more conducive to their recommendations, understand the best ways to have executives and staff execute their decisions with precision, and enhance their ability to help executives and staff to achieve their goals.

Topic 3 | Training 3: Developing Effective Communications Skills for Managers and Executives | Training Overview

This Training Program will train the Human Resources Officer to focus on developing effective communications between and among management, supervisors, employees, and our customers so that your business can be more effective, more efficient, and significantly more productive. In every business there is a necessity to communicate with others in order for that business to be successful – however success is defined for that business. The necessity to communicate can be wrapped around a person's perspective, his motivation, his professional standards, and even his personality.

Topic 4 | Training 4: Conflict Resolution and Negotiation | Training Overview

This Training Program will discuss the various types and kinds of conflicts that are encountered in business and train the Human Resources Officer how to embrace conflict as a part of life, so that they can make the most of each situation and use it as a learning opportunity, leadership opportunity, or an opportunity to transform the business situation into something better. Conflict can happen as a result of conflicting goals or priorities. It can also happen when there is a lack of shared goals. Conflict can also develop with personalities, scarce resources, styles, and values. You will also learn how to use effective negotiation methods to work towards win-win-win situations.

Topic 5 | Training 5: Managing and Leading The Work Team | Training Overview



This Training Program will train the Human Resources Officer to identify the management skills that other managers need to establish, maintain, manage, lead, and motivate work teams in their business. Central to this discussion will be one theme – constant and effective communication in an atmosphere of constant change, as well as understanding how to improve workforce alignment and employee engagement, and will further discuss how to build a team, and keep it going.

Topic 6 | Training 6: Developing a Thorough Selection, Orientation, and Training Program for New Employees | Training Overview

This Training Program will go in-depth into the development of an effective employee selection process that helps your business attract, orient, and train new employees. Focusing upon a thorough understanding of the “person-future fit” concept, effective selection processes, employee engagement, and workforce alignment, you will identify what you need to do in order to improve your own company’s selection, orientation, and training programs.

Topic 7 | Training 7: Coaching and Counseling Principles and Practices | Training Overview

Effective and efficient coaching and counseling techniques and practices are essential to a high-performing business. This Training Program will provide the Human Resources Officer the opportunity to learn and practice these techniques in one to one and team settings in order to help sharpen your skills as a manager coach train-the-trainer.

Topic 8 | Training 8: Developing Strategic and Action Plans | Training Overview

The development and implementation of strategic plans and action plans within a business vary in their methods. This Training Program will demonstrate how Human Resource Officers can develop business plans with the active participation and involvement of other managers and their employees. Using proven and effective business plan methodology, you will develop a vision, mission, goals, strategies, and action plans for your business.

Topic 9 | Training 9: How Business Process Improvement Can Further Improve Employee Engagement | Training Overview

This Training Program will work closely with Human Resource Officer Program participants to develop effective business and continuous quality improvement processes that require the involvement and engagement of employees to develop improvements to a variety of business processes. Participants will be requested to select business processes in their organizations that will then be improved during the training program. Various BPI and CQI process tools will be employed for this program.

Topic 10 | Training 10: Developing Effective Performance Appraisal Processes | Training Overview

This Training Program will work with Human Resource Officers to develop a series of performance appraisal instruments using the principles and practices of hiring, managing, and motivating smart, workforce alignment, and employee engagement. Participants will develop and evaluate the



effectiveness of different evaluation methodologies and develop instruments that would be most applicable to different levels of the organization.

Who Should Attend This Training

- Human Resource Directors
- Human Resource Managers
- Employment Officers
- Human Capital Officers