



In today's fast-moving world, many managers and supervisors are expected to deal with some human resource issues. They may be asked to take part in developing job descriptions, take part in interviews or take responsibility for discipline. The purpose of the course is to introduce those managers to human resource concepts. The course covers the hiring process, from performing a skills inventory to conducting the interview; discussing employee orientation; and covers some issues that arise after the hiring (such as diversity issues, compensation and discipline).

This two-day course will teach participants to:

- Identify current issues in the human resource field and the changing role of supervisors and managers in terms of HR functions.
- Write job specifications and identify core competencies.
- Apply methods of finding, selecting and keeping the best people using behavioural description interviewing techniques.
- Get new employees off to a good start.
- Understand compensation and benefits.
- Maintain healthy employee relations.
- Make performance appraisals a cooperative process.

Course Overview

Participants will spend this session getting to know the course objectives and will also have an opportunity to identify their personal learning objectives.

Defining Human Resource Management

To begin the course, participants will discuss just what "human resources" means. They will also complete a case study that highlights some of the challenges that an HR professional faces.

Performing a Skills Inventory

During this session, participants will look at what a skills inventory is and what its benefits are.

Forecasting Techniques

Human resource forecasts are attempts to predict an organisation's future demand for employees. Participants will look at two main types of forecasting: indexing and extrapolation.

Job Analysis

A job analysis will ensure that the job description accurately reflects the tasks that the job entails. Participants will discuss what a job analysis is and what formats can be used. Participants will also have the opportunity to complete a basic job analysis.

Identifying Job Competencies

This session participants will discuss how to identify technical and performance skills needed to do a job.

Position Profiles and Job Descriptions

During this session, participants will explore what a job description is through a lecture and an exercise.

Do You Really Need to Hire?

If you need to fill a position, there may be other ways of filling it rather than hiring externally. This session will examine some of those possibilities. Participants will also complete an exercise to demonstrate how much hiring a new employee really costs.

Finding Candidates

Participants will look at eight ways to recruit candidates during this session.

Advertising Guidelines

During this session, participants will look at some things to consider when writing a job ad.

Screening Resumes

A resume screening guide can be a valuable tool when hiring. This session will participants discuss how to develop and use such a guide.

Preparing for the Interview

Preparation is key to a successful interview. We will look at a preparation checklist and then participants will role play an interview.

Conducting the Interview

This session will look at some key interviewing ideas, including the history of interviewing, criteria for objective interviews, behavioural interviewing techniques, and critical incidents.

After the Interview

During this session, we will look at what participants should do after the interview. Special attention will be paid to methods of rating candidates.

Employee Orientation and Onboarding

A good orientation is key to an employee's success. Participants will rate their company's organisation. They will also discuss common problems and possible solutions.

Follow the Leader

In this session, participants will consider leadership skills through a fun activity.

Planning Training

At some point in the life of almost every human resource professional, they will need to develop a training program. During this session, we will look at the training cycle and the process for performing a training needs assessment. Participants will also explore the advantages and disadvantages of internal and external training.

Working with External Providers

During this session we will look at some criteria you should use when choosing an external person to provide services to your company.

Performance Reviews

Performance reviews are a crucial part of helping an employee grow. During this session, participants will explore the performance review process through individual exercises, a case study and several lectures.

Attendance Management

Absenteeism costs companies more money every year. Through a lecture and a case study, participants will look at common causes and solutions.

Managing a Diverse Workforce

This session will look at common diversity issues through group work and a lecture.

Privacy Issues

The privacy of personal information is becoming a bigger and bigger concern with the advent of technology. During this session, we will discuss the 10 principles of personal information protection.

Compensation and Benefits

During this session, we will discuss the role of compensation and benefits in retaining employees. Participants will also review the pre-assignment.

Managing Disciplinary Issues

This session will look at a four-step disciplinary system that can be applied to any situation.

Terminating Employees

Firing an employee can be hard to do. Through discussion and a case study, we will look at some things to consider and some ways to make the process a bit easier.

Exit Interviews

Exit interviews can be a great tool to help your company grow. We will discuss types of exit interviews and participants will receive a sample questionnaire.

Course Wrap-Up

At the end of the day, participants will have an opportunity to ask questions and fill out a personal action plan.

