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Skills Enhancement on Human Resources Management in the Public Sector

Course Overview:

This program deals with the latest innovations and direction of today's Human Resource Departments. This essential program will provide you with the best in new techniques, processes, and direction that leading HR departments need to take to be world-class.

Rapid and radical change is affecting the whole of the world. Some parts of the Middle East are facing significant challenges in terms of growth and competition. In other places, the key to prosperity as an organization is seen as controlling costs and maintaining market competitiveness. In these circumstances, companies are increasingly searching for a source of competitive advantage through HR.

Course Objectives:

At the end of this course, the participants will be able to:

- Master the new HR strategic process
- Be able to transform strategic requirements into HR objectives using the 6 S model
- Be able to create HR strategic action plans to achieve business objectives
- Be able to provide innovative predictive information
- Have practised business information interviews and presenting results
- See the big picture for the future of employment and performance through people
- Build their professional confidence
- Identify the context for change – the economic and social changes that are driving employment change
- Identify current employment practices and establish an agenda for change
- Look at international developments in employment practices
- Establish a series of best practices covering such issues as Leadership and Management Style, Recruitment and Retention, Performance Management, Work Organisation, Equal Opportunities, Industrial Democracy, Employee Relations and Communications, Consultation and Involvement
- Use a strategic model to build an HR strategy, and know where strategy fits into corporate business
- Write business action plans to delegate strategic tasks
- Build and produce high-level management information
- Know what HR trends to report on and be able to master emergency planning

- Translate current trends to maximize Human Capital Investment
- Do executive briefings to gather and disseminate information

Course Coverage:

Topic 1: The Formulation of Strategy, How it Works – The Process Explained:

- Why taking HR to the executive level is such a good idea – greater opportunities, bigger jobs – long term security & it is what world-class businesses want
- Where strategy fits with the Vision, mission and operating plans
- The traditional approach to strategic planning
- The new HR model
- 10 steps needed to form an HR strategy
- The strategic model how works

Topic 2: Translating Strategic Requirements into Business Action Plans – Including the Formation of HR Budgets:

- The formation of Strategic objectives and how to translate them into the HR 6 S model
- Building Business action plans
- Building Strategic action plans – getting others committed; No SAP – what can happen
- Producing Executive financial information – unit costs and spend analysis.

Topic 3: Mastering Predictive Trends & Management Information – Getting the Big Picture:

- Why executives need predictive information
- The executive must be good at predictive information – trend analyze
- Software for predictive planning and trend analysis
- Other predictive factors to review, are succession planning, emergency planning

Topic 4: Key Performance Factors – Maximizing Human Capital:

- Measurement tools –organizational maturity, corporate culture, etc.
- Relationship between performance and competence
- Valuing human capital – how to do it
- Critical performance indicators
- Presenting at the executive level

Topic 5: Understanding and Being Able to Act on High-Level HR Trends:

- World trends – employment, inclusion, new employee expectations
- World business trends – leadership, team working, employment/ supervision ratios
- Changing Trends Relating to HR

Topic 6: The Context for Change:

- The big picture – Free Trade Agreements, World Trade Organization, single currency, social changes, etc
- The strategic response
- Leadership and management style
- Recruitment and retention

Topic 7: Managing Performance, Behavior, and Culture:

- Performance Management for Grown-ups
- Improving managerial performance
- The Psychological Contract
- Climate and Culture
- Coaching, Mentoring; Counselling; Giving Feedback

Topic 8: Implications for Employment Practice:

- Work Organization
- The Use of Competencies
- Human Capital Management

Topic 9: Employee Relations:

- Rights versus responsibilities
- Poor performance procedure
- Disciplinary procedure
- Grievances
- Equal Opportunities

Topic 10: The Future of Employment Practices:

- Industrial Democracy
- The Role of employee representatives
- Communications
- Consultation
- Involvement

Targeted Groups:

- Human Resources Managers
- Business Partners
- Managers, Supervisors, and Team Leaders
- Specialists
- People who want to gain great HR skills to enhance their profile and career