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Effective Human Resources Development & Personnel Management in the Public Sector

Course Overview:

Most organizations would place the management and motivation of their people as their major priority. This course is designed to show how to get the best out the human resource. This course covers the main components of an effective HR Process including Recruitment, Employee Motivation and Reward, Training and Learning and Measuring the value of HR

Course Objectives:

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

- Understand the human resources development and personnel management practices
- Develop an awareness of the advantages of effective human resource management
- Develop awareness of key HR and HRD strategies for improving organizational success
- Understand the application of strategic human resources development and personnel management practices in the workplace
- Appropriate practices for specific workplace situations
- Know how to critically evaluate current HR practices
- Introduce an effective recruitment process
- Understand how to get people to work more effectively
- Understand how to help individuals and teams learn
- Identify, plan and evaluate training interventions
- Create an effective structure within HR

Course Content:

Topic 1: Introduction to HRM, HRD, and HRP:

- Seminar introduction and objectives
- The Context for HR
- Change management
- Human Resource Management VS Personnel Management
- Human Resource Development (HRD)

- Human Resource Planning (HRP)
- Strategic HRM – the new HR Strategic Model
- Outsourcing

Topic 2: 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 centres

Topic 3: Pay & Employee Reward:

- 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

Topic 4: 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

Topic 5: 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