

EFFECTIVE HR MANAGEMENT SKILLS & PRACTICE FOR LINE MANAGERS

Introduction

This program is recommended for Line managers who need to understand the implications that HR Management practices have on their daily decisions and actions as well as the best practice for managing employees to avoid 'HR Nightmares'.

It is perfect for empowering supervisors and line managers to take on HR duties and understanding when to seek advice from their HR manager or Senior Management team.

Learning Methodology

The methodology for this program would be very interactive, a combination of theory and practical. The participants would have break-out sessions to consider case studies and come up with Group presentations to further enhance learning.

Day 1

✓ **Understanding the importance of HR responsibilities**

- An overview of HR activities
- Relationship between HR and the line manager
- Devolved HR responsibility from HR to the line manager
- Acting on advice or guidance from HR professionals
- Implications of employment legislation on a manager's actions
- Risk of tribunal and the manager's role in avoiding litigation

✓ **Recruiting, Retaining and Rewarding Employees**

- Job descriptions and person specifications
- Best practice for recruitment and selection
- Understanding competencies
- The new employee - induction planning
- Understanding employment contracts
- Recognition
- Employee engagement, communications and employee voice
- Retaining talented staff
- Managing an employee exit

Day 2

✓ **Performance Management**

- Introduction to performance management
- Setting SMART objectives
- Assessing performance
- Effective performance appraisals
- Dealing with the problems appraisals can bring
- The link between competency, capability, performance and training needs

- Directing and guiding the work of others
- Dealing with conflicting priorities and role overload
- Building engagement, motivation and loyalty
- Managing discipline and grievance
- Managing absence effectively
- Taking and keeping notes as manager

✓ **Learning and Development**

- Team development - Coaching & Mentoring basics
- Development for future challenges and current job needs
- Training needs analysis - collection and action
- Compliance and essential training requirements
- Supporting team members before, through and after training to maximise transfer of learning back to the workplace
- Personal action planning

What will they/you learn?

By the end of this course delegates will be able to:

- Explain the key stages of the employee life-cycle (pre-recruitment to post termination) and the associated underpinning legal obligations of employers and rights of employees
- Identify how good HR at the line manager level is fundamental to organisational success
- Consult with HR at the right times, managing situations effectively up until the point when HR expertise is required
- Identify practices to improve employee engagement and manage the 'psychological contract' effectively
- Identify and practice means of establishing employee performance standards and subsequently monitor and review that performance
- Handle the termination of employment
- Take adequate steps to protect their organisation from unlawful claims
- Build a good working relationship with staff
- Help and support their employees
- Assess and appraise performance
- Drive up individual and team performance
- Motivate and inspire their team
- Build effective and productive teams
- Select the right person for the job
- Specify training and development needs
- Implement procedures that will retain talented people
- Develop and action plan to improve performance

- Protect the company from tribunal or allegations of unfair dismissal

Target Audience

- Business owners
- Supervisors & Line managers
- Young and aspiring HR professionals
- Technical professionals
- Medical professionals
- Team leaders

Pre-Course Preparation

Participants are requested to complete a pre-course questionnaire that will be handed to the Registrar before the first day of the course. This ensures that the course is delivered to the highest quality and is relevant to participant's needs and objectives.

Registration details

Our Training program is a Pre-registration event, you need to register at www.edencarelimited.com/local/ or send your Name, Organisation, Phone number, Email address and Profession to training@edencarelimited.com to reserve your seat and then pay the course fee into our bank details as follow -

Eden Care and Resourcing Limited:

GTbank

0210036409

First Bank

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- **Duration & Date:** 2 days; February 15-16, 2017
- **Venue:** LCCI Training room, Alausa, Ikeja, Lagos
- **Course Fees:** =N=60,000.00
- **Payment Terms:** All payment (cheques/cash deposit/bank draft) are to be made in favor of: Eden Care and Resourcing Limited
- Group Registration of 3 participants attracts discount of 5%.
- Payment covers: Course fee, Comprehensive Training Materials, Tea break, Lunch & Certificate.

For more enquiries, contact 08023982811, 08129142656 or send mail to training@edencarelimited.com