

HR for non-HR managers

Summary

This workshop is designed to help line managers manage their staff better by equipping them with the critical skills of HR. HR for Line Managers focuses on the key issues for line managers, such as handling employee interviews, on-boarding, appraisals, training and grievances...and much more

Learning Objectives

By the end of this workshop, participants will be able to:

- List and apply manager's HR functions
- Define the roles and responsibilities of managers in recruitment and onboarding
- Conduct effective performance appraisal meetings
- Identify and evaluate training needs
- Handle employees' complaints, grievances and turnover

Target Audience

This workshop will appeal to a wide range of audiences and is intended for Line managers, head of departments, team leaders and supervisors and anyone who wishes to gain knowledge and skills about the human resources functions and how to apply them effectively in his/her department.

Target Competencies

- Recruitment and selection
- Job orientation
- Performance management
- Coaching
- Training and development
- Handling complaints
- Problem solving

Topics Covered

1. Getting the right people

- a. What HR is really about
- b. Ally with HR department
- c. The HR functions of managers
- d. Workforce planning
- e. Attracting the right talent through referrals
- f. Interviewing skills for line managers
- g. Building a job profile
- h. Preparing technical assessments

2. Welcoming a new family member

- a. Onboarding - job orientation
- b. Benefits of induction and orientation program to employees and organization
- c. First day on the job
- d. Induction content
- e. Role and responsibility of the new employee's manager during the first few days
- f. Values, culture and code of conducts
- g. Evaluating effectiveness of On-boarding

3. Performance management

- a. Definition of performance management
- b. Overview of the annual performance cycle
- c. Mistakes in performance management
- d. Employee assessment best practices
- e. 360 degree versus 180 degree
- f. Coaching, counseling and mentoring

4. Training and development

- a. Identifying training needs
- b. Career development
- c. Succession planning
- d. Building a personal development plan
- e. Learning styles
- f. On the job training

- g. Evaluating training effectiveness

5. Handling employee complaints

- a. Employee moral
- b. The definition of a grievance
- c. Grievances versus complaints
- d. The grievance handling procedures
- e. Your role before, during and after the exit interview
- f. Analyzing turnover
- g. Healthy versus unhealthy turnover

Methodology

Each day one HR topic that interest the line managers will be explained. Group exercises, role plays, videos and practical case studies will be used. This workshop will definitely help lines managers and head of department to know their HR part to achieve the organization goals through their subordinates.

Duration: 12 hours