



The HR Professional in understanding and managing employees effectively

PIK620-1125 LON-2



Place: London (UK) **Venue:** Radisson Edwardian Sussex, Marble Arch, LONDON (TBC)
Start Date: 10-11-2025 **End Date:** 21-11-2025 **PPP:** £5750



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**If you can't train them,
you can't blame them!**

Short Description:

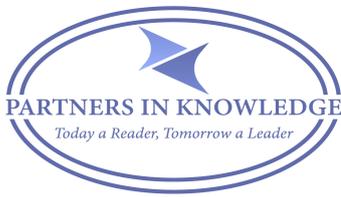
INTRODUCTION: Revamped business needs, advancements, and novel International HR frameworks necessitate HR to align strategically with the company. No longer a burdensome expense, HR assumes an innovative role. The reimagined structure of future HR departments will require a significant re-evaluation of HR's contributions to the business and its measurable value. This inventive and dynamic fresh curriculum will encompass the latest concepts and the novel frameworks for Strategic HR. In the present-day landscape, HR managers encounter increasingly intricate obligations. To tackle this challenge, they must continuously enhance their managerial abilities. This novel curriculum will concentrate on the abilities in management and leadership crucial for triumph in today's rapidly evolving business milieu.

Course Overview:

COURSE OBJECTIVES:

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

- Effectively oversee & inspire their employees.
- Cultivate & harness the potential of high-performing teams.
- Grasp & effectively employ strategic planning methods.
- Engage in negotiations for favourable outcomes.
- Embrace the Baldrige performance criteria as a measure of excellence & organisational benchmark.
- Stay current with international HR practices & contemporary perspectives.
- Explore a wide array of innovative HR measurement tools.
- Explore the implementation of management best practices.
- Familiarise themselves with the new HR framework & understand necessary structural changes.
- Generate added value that goes beyond key indicators.



TARGET AUDIENCE:

- Department Heads.
- Supervisors, Managers & Team Leaders.
- Human Resource Managers.
- Human Resource Professionals looking to expand their expertise.
- Employees in training for future managerial positions.

Program Outline:

COURSE OUTLINE:

DAY 1: People Management

1. The importance of sociotechnical management.
2. Techniques for effective communication.
3. Motivating for results.
4. Empowering employees for improved performance.
5. Characteristics of a successful manager.

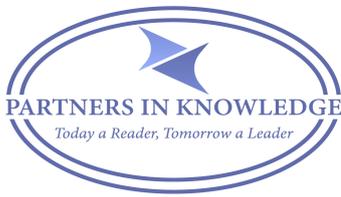
DAY 2: Leading Teams

1. Obtaining the benefits of teamwork.
2. Characteristics of effective/ineffective teams.
3. Managing conflict in a productive manner.
4. Understanding team member styles.
5. Creating a virtual team.

DAY 3: Strategic Planning

1. Analysing the strategic planning process.
2. Achieving competitive advantage.
3. Utilising dynamic SWOT analysis.
4. Focusing on vision & mission.
5. The importance of contingency planning.

DAY 4: Negotiating for Results



1. Gaining insight into the negotiating process
2. Characteristics of an effective negotiator & Developing negotiating strategies.
3. Employing persuasive negotiation techniques.
4. Achieving the benefits of effective negotiating.
5. Negotiation exercises.

DAY 5: Operational Excellence

1. The Malcolm Baldrige quality award-standard of excellence.
2. Lessons from the best-performing companies.
3. Benchmarking your operation against the best.
4. Creating employee commitment & managing continuous improvement.
5. Creating the high performance organisation.

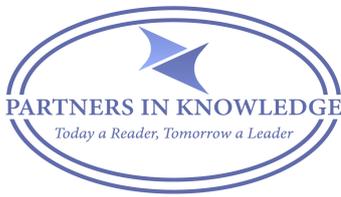
DAY 6: The Changing Expectations of Human Resources

1. Global Change.
2. Impact of technology on future businesses.
3. Need to change organisational structures.
4. How changing internal & external customer needs will affect all current HR concepts.
5. Where are you now? The HR change model.

DAY 7: How Strategy Works? The Model and The Implementation

1. The four strategic models.
2. How do they work?
3. Strategic models for use within the organisation.
4. Incorporating the LAND model.
5. Creativity & innovation - their role in strategic thinking.

DAY 8: Translating Strategy Into Action & the use of Corporate Culture



1. How strategy is translated into business plans?
2. Use of the 6S model to produce plans that can be measured.
3. Creating HR quality plans - How to do it?
4. Delivering measurable business benefits.
5. No plan, No results.

DAY 9: Significant Changes in How International HR Will Function in The Future?

1. Process re-engineering HR activities.
2. The three-tier model for HR - benefits to the business.
3. Developing & measuring Competency & Performance.
4. Use of Corporate culture - How to design a corporate culture template?
5. The changing function of recruitment with a case-study.

DAY 10: Significant HR Actions that can help improve the Efficiency of The Organisation

1. How pay and conditions can dramatically improve productivity?
2. A new look at performance appraisal.
3. How a new motivation model "MMM" can change measurable results?
4. Corporate communications - a new role for HR.
5. Managing trends: knowledge management, home working & predictive forecasting.