



## Modern Skills for HR Assistants

PIK128-1025 LON-1



**Place:** London (UK)

**Venue:**

**Start Date:** 27-10-2025

**End Date:** 31-10-2025

**PPP:** £4550



## **Modern Skills for HR Assistants**

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

### **Short Description:**

HR is becoming one of the most critical and strategic functions in the organization. To allow the organization to get the most from this area you need well trained and prepared staff in HR. This programme is designed to cover all aspects of the work of a modern HR (or Personnel) department and is designed to serve as an introduction to HR for newly appointed HR Assistants or alternatively as a refresher for those with two or three years' service. The subjects covered will include all aspects of a modern employment policy presented from the point of view of the HR function. Subjects covered will include: • Change Management. • Competencies. • Employee Relations. • Job Evaluation. • Performance Management. • Recruitment and Retention.

### **Course Overview:**

#### ***The Goals:***

Following completion of this unit, you will know how to:

- Explain the role and purpose of the HR/Personnel function.
- Develop HR policies which meet the strategic aims of your organisation.
- Apply HR practices which fit the needs of your organisation.
- Develop a set of HR policies that will reflect the context of the Middle East.
- Adapt the practices currently in place in the West.
- Identify critical issues in your organisation that will need to be addressed.
- Develop a high-performance culture.
- Develop a harmonious relationship between HR and the line.

#### ***The Benefits:***

- Write a modern HR policy.
- Identify the practices which are appropriate to a particular organisation.



- Become familiar with the key aspects of HR strategy.
- Apply the key principles and practices involved in HR strategy, Recruitment and Selection, Induction, Retention, Performance Management, the use of Competencies and Training and Development, Discipline and Grievance Handling.
- Make connections between performance management and merit pay.
- Identify best practice in HR.
- Draw distinctions between the role of HR and the role of the line manager.

***The Results:***

- HR in context and relationship with the rest of the organisation.
- The essential parts of the HR Function.
- Absence Management – Change Management.
- Coaching – Employer of Choice.
- e-Learning – Internet and Email policies.
- Job Evaluation – Performance Management.
- Recruitment – Work-Life Balance.

***The Core Competencies:***

There are many basic competencies that will be covered in this workshop. Amongst the important are:



- Assertiveness.
- Influencing skills.
- Interpersonal skills.
- Listening skills.
- Personal organisation.
- Presentation skills.
- Questioning skills.
- Working co-operatively.
- Writing skills.
- Adaptability.
- Creativity.
- Impact and influence.
- Interpersonal understanding.
- Planning and organising.
- Relationship building.
- Teamwork.
- Written communication.

## **Program Outline:**

### **Day 1: HR in context and relationship with the rest of the organisation**

1. Absence Management, Alcohol and Drug Abuse.
2. Bonus and Incentives.
3. Business Travel and Expenses.
4. Career Breaks and Sabbaticals.
5. Change Management.

### **Day 2: Employee Relations – Employer of Choice**

1. Coaching.
2. Codes of conduct, Communications, Competency Frameworks and Consultation.
3. Clothing and Dress Codes.
4. Disciplinary Procedure.
5. Employer of Choice and Employee Relations.



### **Day 3: Recruitment – Work-Life Balance**

1. The 4 Rs: Recruitment, Redundancy, Relocation and Retention.
2. The 4 Ss: Salary Scales, Succession Planning, Suggestion Schemes and Sick pay schemes.
3. Training Strategies.
4. Union Recognition.
5. Work-Life Balance.

### **Day 4: Job Evaluation – Performance Management**

1. Job Evaluation.
2. Leadership Competencies and Development.
3. Long Service Awards.
4. Merit Reviews.
5. Performance Management.

### **Day 5: e-Learning – Internet and Email policies**

1. e-Learning and HR Intranets.
2. Employee Assistance programs and Employee Attitude Surveys.
3. Exit Interviews.
4. Giving and Receiving Feedback.
5. Case-Study.