

Practical HR Skills



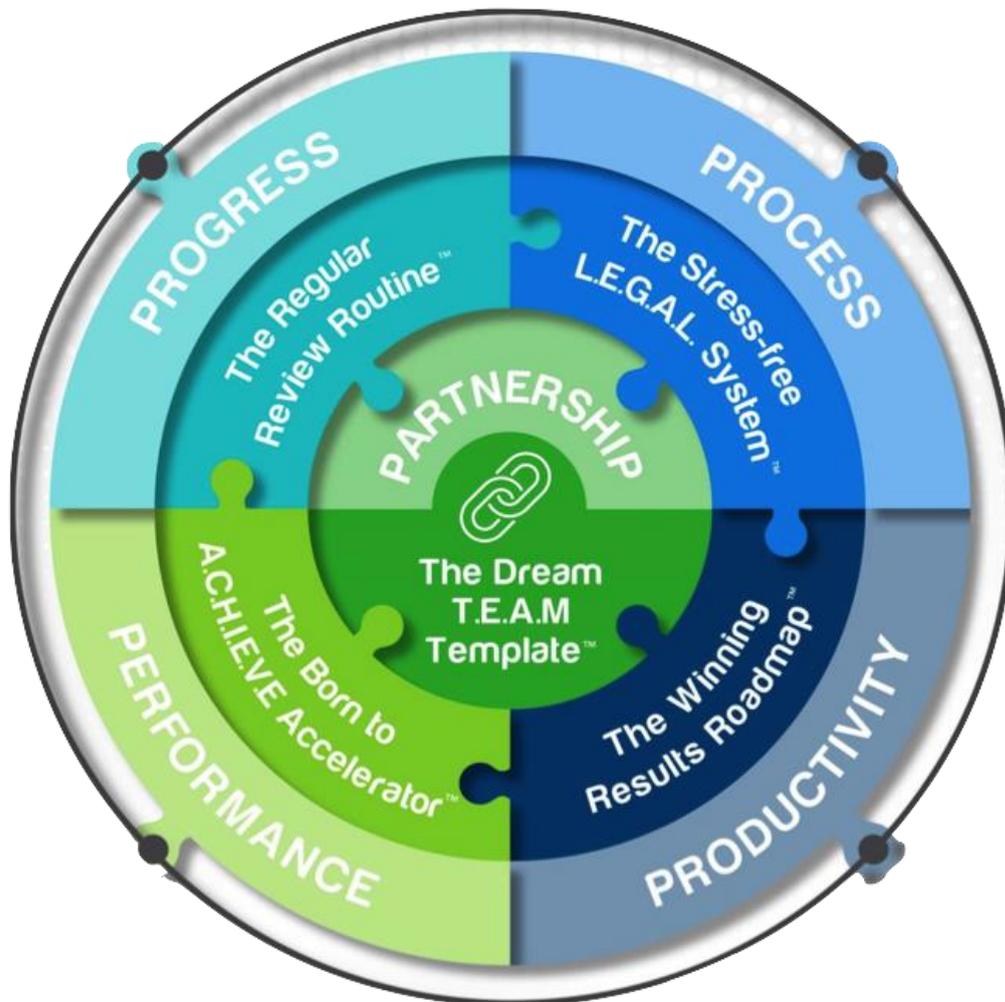
2 – Day Workshop

Hr Training
& Consulting

Course Objective

To introduce participants to the 5 areas they need to master in HR – Partnership, Process, Productivity, Performance and Progress.

As a HR professional, it is important to find balance within all of these areas – not just become a master of one or two.



The course will cover these areas in detail, with practical exercises that are fun and engaging.

Every participant will leave with a HR Toolkit, A Personal Development Plan and an Action Plan to implement in the workplace. Each person will receive two, one hour 1:1 post course coaching sessions. In this, the trainer will support the participants in applying their new skills.

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

- Hr Explain the stages of the **Employee Cycle** and explore how to ensure we all work with integrity
- Hr Check their knowledge of employment **law**
- Hr Understand how they can contribute to the bottom line **results** by staying close to profit and loss
- Hr Design a simple tool to support the **performance** of teams and managers to avoid poor performance
- Hr Create a **personal development plan** with the introduction of the **PRISM®** profiling tool, participants learn about their behavioural preferences and the impact they have on others
- Hr Identify how to keep the business up to date with relevant information and **reports**
- Hr Put plans in place so that they are “in action” and **resolve** problems and discrepancies
- Hr Receive an introduction to the principles of “Servant Leadership” to discuss how to better **engage** with their teams

Agenda

Day One

The Role Of HR

We begin the workshop by exploring what stops HR from being effective in an organisation and look in to the reputation of HR, why it feels like a struggle to show the value and contribution HR can make to an organisation. Let's get clear on what the role of HR really is and our impact within an organisation.

Creating a Personal Brand of Integrity and Leadership using PRISM® Profiling Tool

In this session, participants will understand their behavioural preferences. **PRISM®** is not a 'psychometric test'. It does not measure intelligence, skills or competencies. What it does is combine the latest discoveries in neuroscience - how the human brain actually works - with well-established theories on psychological type, temperament, traits etc., and generates comprehensive, yet easy to understand, 'Maps' which illustrate how a person is likely to behave in a variety of situations. It also helps that individual to understand how those behaviour preferences may be perceived by others, be they customers, colleagues, potential employers or line managers. This is of enormous benefit, bearing in mind that most of the stress and conflict in a person's life is related to how he or she interacts with others.

Through the use of PRISM®, participants are able to:

- Hr Understand their natural behaviour and how this impacts their role
- Hr Start to understand why individuals behave in the way that they do
- Hr Be able to develop more effective communication strategies designed for specific individuals
- Hr Develop better working relationships, therefore creating more harmonious working environments
- Hr Learn to deal with conflict more effectively
- Hr Understand how certain management techniques will require them to develop new behaviours
- Hr Build teams with balance

Building Great Partnerships

With a better understanding of their behavioural preferences, in this session participants will reflect on how to communicate more effectively with managers and key stakeholders. We will discuss the results of the HR healthcheck to identify where we can add the most value. HR should really know the business, have a good understanding the position of the company with regards to Profit and Loss and who their customers are.

Servant Leadership

During this session we introduce and discuss the concept of Servant Leadership and we ask the participants to consider how we can better engage with our teams. Participants will reflect on how well they understand themselves and hence, the environment that they create.

Boost Your Network

This session is about building our resources, HR can often seem like a lonely job, especially if you are the only person looking after HR in your organisation. Participants discuss the importance of networking and build a plan to pro-actively create their own team of associates.

Simple Processes Save Time, Money and Energy

Here, we explore where to get up to date information on legislation, how to be pro-active with keeping our knowledge refreshed, a detailed look at the employee cycle. Participants learn how to create simple policies and guides and understand why audits and levelling up are important for compliance and standards.

Day one - review exercises and homework assignments and Close

Day Two

Review Of Day One Learning

Through group discussion participants are given the opportunity to share their personal challenges in relation to day one's learning. Pairs exercises and trainer lead exploration will support individuals in beginning to create a workable action plan that feeds in to their post course assignments.

Creating a Culture of Loyalty, Unity and Contribution

Here, we explore how HR adds value in a business, where to find the information, what we can do to be pro-active and work with teams to be more efficient and productive. We discuss the need for a hierarchy with clear job descriptions and consider how to create a culture of loyalty and unity within the workplace.

Serving Our Employees To Grow and Serve Others

Being a leader is a privilege - to serve and grow another individual so they can serve their families, customers and the community. Participants will have an insight into how we can lead others to A.C.H.I.E.V.E peak performance and understand why people become disengaged.

Feedback Is The Breakfast Of Champions

How do we know if things are working well? In this Trainer Led session, we discuss different methods of communicating with our teams, how to listen with intent and take action on the feedback. How HR can build trust within our teams to be more effective in our partnerships and processes.

Creating a workable action plan – Close

The group are given time to finalise their individual action plans, briefed on their post course assignments and will have discussed workable timings for their two, individual post course coaching calls.

