

## FOUNDATION SKILLS FOR NEW HR OFFICERS TRAINING

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**COURSE LENGTH: 1.0 DAYS**

This Foundation Skills for New HR Officers course will help a new HR Officer, or manager for HR functions, understand how much of that role is really about people, as well as aspects of legislation, policy, and procedures.

This hands-on course covers a wide range of HR activities and responsibilities, including recruitment, staff retention, employee annual performance review and feedback, employee health and safety, employee discipline and termination, how to identify human resource areas for development and much more.

This comprehensive course is now available in London, Birmingham, Leeds, Glasgow, Sheffield, Bradford, Edinburgh, Liverpool, Manchester and UK wide.

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## FOUNDATION SKILLS FOR NEW HR OFFICERS TRAINING COURSE OUTLINE

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### FOREWORD

An organisation's staff is now seen as its most valuable asset, and human resources skills are vital to organisational success. This HR course covers the complete lifecycle of HR responsibilities including recruitment, staff retention, employee annual review and feedback, workplace health and safety, employee discipline and staff termination.

Whether you are a new HR Officer, or you are responsible as a manager for HR functions this course will help you understand how much of that role is really about people, as well as aspects of legislation, policy, and procedures.

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### OUTCOMES

- ▶ Explore the range of Human Resource activities and responsibilities
  - ▶ Define human resource terms & subject matter
  - ▶ Effectively recruit, interview & retain employees
  - ▶ Follow up with a new employee in a structured manner
  - ▶ Become an advocate for employee health and safety
  - ▶ Provide accurate, actionable feedback to employees
  - ▶ Act appropriately in situations requiring discipline & termination
  - ▶ Evaluate strengths & opportunities for human resources in the workplace
  - ▶ Identify three areas for further human resources development as part of a personal action plan
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### MODULES

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#### Lesson 1: Getting Started

- ▶ Icebreaker
- ▶ Housekeeping Items
- ▶ The Parking Lot
- ▶ Workshop Objectives

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#### Lesson 2: Human Resources Today

- ▶ What is Human Resources Today?
- ▶ Key Factors Influencing Human Resources Today
- ▶ Growth in Human Resources

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#### Lesson 3: Recruiting and Interviewing

- ▶ The Job Selection Process
- ▶ Get Good at Interviewing
- ▶ Interviewing Fairly
- ▶ The Best Way to Interview

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#### Lesson 4: Retention and Orientation

- ▶ Getting Off on the Right Track
- ▶ Creating an Engaging Program
- ▶ Using an Orientation List

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#### Lesson 5: Following up with New Employees

- ▶ Checking in
- ▶ Following up
- ▶ Designing the Follow-up Schedule

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#### Lesson 6: Workplace Health and Safety

- ▶ Understanding your role and Responsibilities
- ▶ Understanding Local and Industry Specific Rules
- ▶ Training for Managers

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### Lesson 7: Workplace Bullying, Harassment, and Violence

- ▶ Definitions
- ▶ Costs to the Organization
- ▶ The Manager's Role
- ▶ An Employer's Responsibility

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### Lesson 8: Workplace Wellness

- ▶ Wellness Behaviors
- ▶ Wellness Trends
- ▶ The Case for Wellness

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### Lesson 9: Providing Feedback to Employees

- ▶ Feedback Model
- ▶ The Feedback Sandwich
- ▶ Encouraging Growth and Development

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### Lesson 10: Disciplining Employees

- ▶ The General Discipline Process
- ▶ The Progressive Discipline Process
- ▶ Having Discipline Meetings
- ▶ Following Up

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### Lesson 11: Terminating Employees

- ▶ Documenting Events
- ▶ Making the Decision
- ▶ Communicating the Decision

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### Lesson 12: Wrapping Up

- ▶ Documenting Events

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## WEB LINKS

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- ▶ [View this course online](#)
  - ▶ [In-house Training Instant Quote](#)