

OUTLINE

Human Resource Management

Lesson One

Getting Started

- Icebreaker
- Housekeeping Items
- Workshop Objectives

Lesson Two

A History of Human Resources

- A Brief History
- What's Human Resources Today?

Lesson Three

The Interview Process

- The General Format
- Kinds of Questions
- Do's and Don'ts

Lesson Four

Employee Orientation

- The Orientation Process
- The Role of Management and the Use of Human Resources
- Tips and Tricks

Lesson Five

Following Up with New Workers

- Daily Checklist for the First Week
- Following Up at the End of the Week
- Weeks and Months Later

Lesson Six

Workplace Safety

- Recognising Your Role and Responsibilities
- Knowing Local Rules
- Understanding Industry-Specific Rules

Lesson Seven

Dealing With Harassment And Discrimination

- Defining Harassment
- Kinds of Workplace Discrimination
- A Manager's Responsibility
- An Employer's Responsibility

Lesson Eight

Workplace Violence

- Defining Violence
- A Supervisor's Responsibility
- An Employer's Responsibility

Lesson Nine

Managing Employee Performance

- Choosing the Time and Place For Feedback
- Kinds of Employee Appraisals
- Using the Feedback Sandwich
- Encouraging Growth and Development

Lesson Ten

Disciplining Employees

- Recognizing Your Role
- Understanding Your Choices
- Having the Meeting
- After Up

Lesson Eleven

Terminating Employees

- Documenting Events
- Preparing for the Conclusion
- Making the Decision
- Communicating the Decision

Lesson Twelve

Wrapping Up

- Words From The Wise
- Lessons Learned
- Completion Of Action Plans And Evaluations

This course can be fully customised for your business team.
Please contact us for more details and our team will happy to assist.

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