

Certified Human Resources Professional

From Traditional HR Role to Business Partner

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Transforming
Business *for Good*



Course content

Why Choose this Training Course?

HR professionals have to stop 'doing' and start 'delivering'. Therefore, HR has to transform itself into a credible business partner deserving a seat at the decision making table. The door is wide open for human resources to become the business partner it always wanted to be rather than remaining just another service function.

Now more than ever, HR professionals need new skills and a whole new set of competencies: technical, behavioral and emotional, in order to be able to deliver strategic and tangible results. Participants to this course will go through the various HR functions, the key results that HR has to deliver, the key performance indicators for measuring HR performance, and the various competencies necessary for the success of HR as a business partner.

In the end, this course will enable you to transform yourself and your HR department into a business partner capable of delivering results and adding value to your organization.

Course Methodology

This course is based on the latest research and best practices related to human resources management. It brings new experiences and examples to participants, as well as insights and understanding of what makes a successful HR business partner. The course uses an integrated mix of training approaches including lecturettes, case studies, group activities and sharing experiences. The course will end with an assessment of participants to prove their understanding of the program material. Passing the assessment will give them the right to earn their certificate of completion.

Course Objectives

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

- Demonstrate a thorough understanding of the nature of HR as a managerial function
- List all HR functions and responsibilities and identify their contributions to organizational success
- Play the four new roles that make HR a credible business partner in a modern organization
- Create an HR strategy that is aligned with the overall organizational strategy
- Measure the contribution of HR to the bottom line in both profit and non profit organizations
- Assess the effectiveness of the human resources function through the use of 'SMART' Key Performance Indicators (KPIs) and indices
- Demonstrate how a competency framework can increase the effectiveness of the HR function
- List the core competencies for an HR professional.

Target Audience

Human resources managers , business partners, team leaders, and specialists.

Target Competencies

- | | |
|--------------------------------|-----------------------------------|
| Deciding and initiating action | Business acumen |
| Relating and networking | Planning and organizing |
| Analytical thinking | Achieving goals and objectives |
| | Applying expertise and technology |



Course content

Human management: An overview

Definition and objectives of modern HR management
HR management now and the
The main functions in HR management
Organization
Resourcing
Climate and culture
Training and development
Performance management
Total compensation management systems
Personnel administration
Competency based HR management: An overview

HR business partner

Four new roles to play
Management of strategic HR
Management of firm infrastructure
Management of employee contribution
Management of transformation and change
Basic HR competencies required to play the four roles
HR business partner and emotional intelligence
The fundamental emotional intelligence framework
The emotionally intelligent HR business partner

Job analysis, description and evaluation

The pervasiveness of the job description
Four approaches for conducting job analysis
Job Key Result Areas (KRAs)
Writing job descriptions using the job key result areas approach
Characteristics of effective job descriptions
Guaranteeing 'internal consistency' through job evaluation

Fundamentals of strategic HR management

Analysis of the environment
From SWOT analysis to vision and mission statements
The link between strategy and performance
Organizational vs. HR key result areas
Measuring HR KRAs through SMART Key Performance Indicators (KPIs)
Turning key performance indicators into SMART objectives

The balanced scorecard: an overview

Competency based HR management
Competency definition
Types of competencies
The different competency components
Competency based recruitment and selection
Competency based training and development
Competency based performance management
Benefits of a competency based HR

Measuring HR Performance

The predominance of business results over HR results
Five steps of analytics
Measuring recruitment and selection
Measuring compensation and benefits
Measuring training and development
Measuring performance management
Designing the HR balanced scorecard

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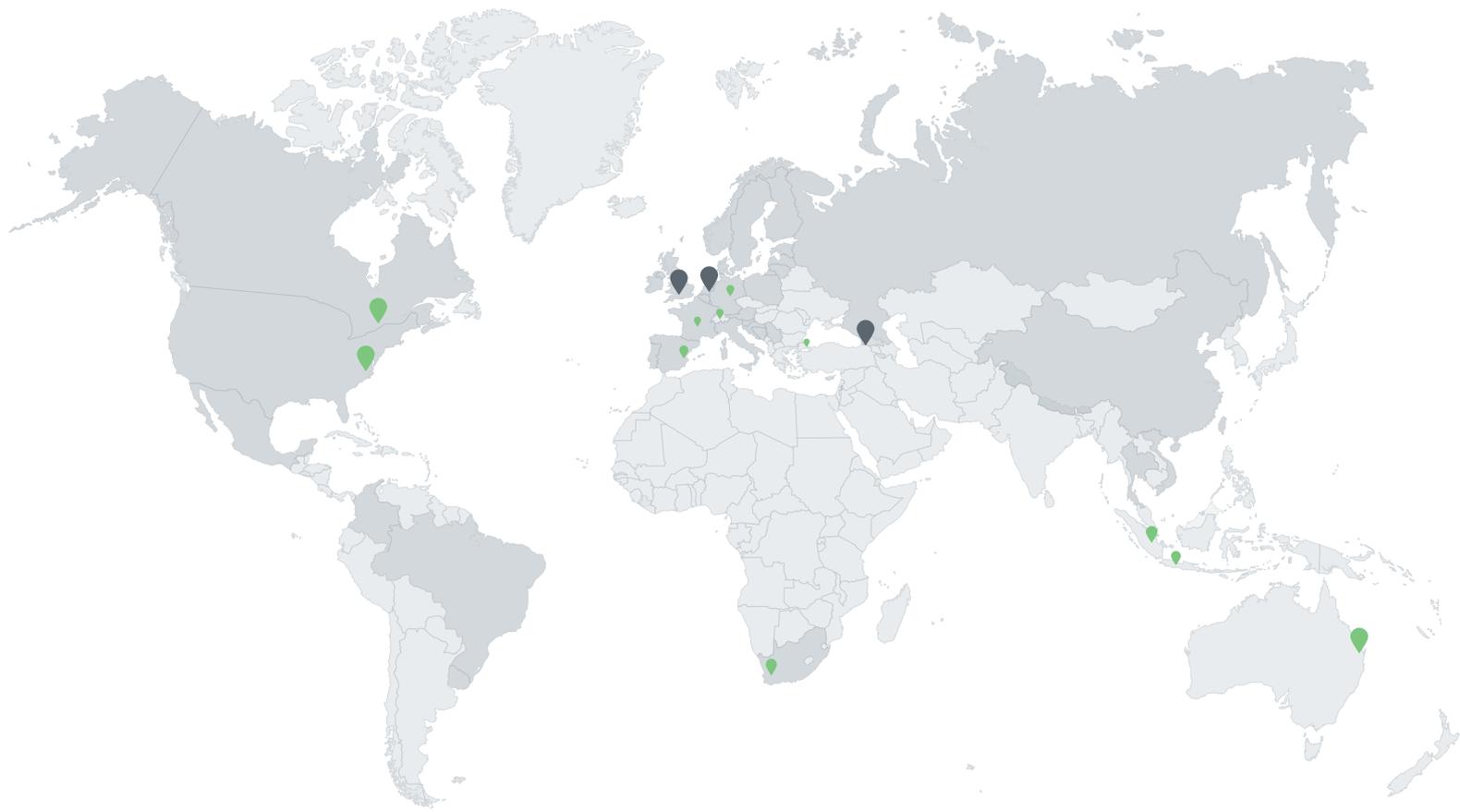
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informatech is a global leadership consultancy that aligns people, purpose & strategy - driving socially responsible transformation in global organisations. Our international network includes 215 partners, consultants, and coaches in 24 countries throughout Europe, North America, Latin America, Asia, and Africa. We transform leaders, align teams and create resolve and passion to win. Typical interventions are to accelerate performance, execute strategy and embed capability and change.



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