

# informatech



HUMAN RESOURCES AND TRAINING | HRT-046

# Professional Skills for Human Resources Management

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# Course content

## Why Attend

Why Attend Human Resources professionals need more than technical knowledge to succeed. Strong communication, leadership, problem-solving, relationship management, and decision-making skills are essential for supporting employees and driving organizational success. This course helps participants strengthen the professional skills required to perform effectively and build credibility as HR leaders.

**Course Methodology** This course uses an interactive and practical approach through presentations, case studies, group discussions, role plays, workplace scenarios, self-assessments, and practical exercises.

## Course Objectives

- Strengthen professional HR communication skills
- Improve problem-solving and decision-making abilities
- Build confidence in handling employee matters
- Enhance relationship management across departments
- Develop leadership and influence skills
- Improve time management and organization skills
- Handle conflict professionally and effectively
- Build a professional HR mindset and presence

## Target Audience

- HR Professionals
- HR Officers
- HR Managers
- Recruitment Staff
- Employee Relations Officers
- Supervisors with HR responsibilities



# Course content

## Target Audience

- Anyone working in Human Resources

## Target Competencies

- Communication Skills
- Leadership Skills
- Conflict Resolution
- Problem Solving
- Time Management
- Relationship Management
- Professional Presence
- Decision-Making

## Course outline

### Day 1: Professional Role of HR Management

- Modern role of HR professionals
- Building credibility and trust
- Ethical behavior in HR practice
- Professional image and conduct
- Understanding internal customer needs
- Key challenges facing HR teams

### Day 2: Communication and Relationship Skills

- Effective verbal communication
- Professional written communication



# Course content

## Course outline

- Active listening techniques
- Building strong workplace relationships
- Influencing managers and employees
- Managing difficult conversations

### Day 3: Problem Solving and Conflict Management

- Structured problem-solving methods
- Root cause analysis basics
- Handling employee complaints professionally
- Conflict resolution strategies
- Negotiation techniques for HR professionals
- Making fair and balanced decisions

### Day 4: Leadership and Personal Effectiveness

- Leadership styles for HR managers
- Taking initiative and ownership
- Time management and prioritization
- Managing pressure and deadlines
- Building resilience and confidence
- Coaching and supporting others

### Day 5: Strategic Contribution of HR Professionals

- Thinking strategically in HR roles
- Supporting change initiatives
- Using data for better decisions



# Course content

## Course outline

- Continuous improvement in HR services
- Personal development planning for HR careers
- Final workshop: Build your HR professional growth plan

# Seminar dates

## Available seminar dates

Live dates and pricing for Professional Skills for Human Resources Management generated from the course details page.

| Date                  | Location                | Format    | Fee      |
|-----------------------|-------------------------|-----------|----------|
| 20 - 24 July 2026     | Amsterdam - Netherlands | Classroom | €4,250.- |
| 3 - 7 August 2026     | London - U.K            | Classroom | €4,200.- |
| 7 - 11 September 2026 | Munich - Germany        | Classroom | €3,450.- |
| 12 - 16 October 2026  | Barcelona - Spain       | Classroom | €3,850.- |
| 9 - 13 November 2026  | Paris - France          | Classroom | €4,500.- |
| 14 - 18 December 2026 | Barcelona - Spain       | Classroom | €4,250.- |

### Live online option

Online delivery is available at €1,850.-.