informatech

HUMAN RESOURCES AND TRAINING | HRT-062

# Pioneer Skills for the HR Professionals


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# Course content

## Why Attend

Why Attend Modern HR professionals need more than technical knowledge. They must communicate effectively, influence others, resolve conflicts, prepare professional reports, and contribute strategically to organizational success. As HR continues to evolve from an administrative function to a strategic business partner, professionals need practical skills that build credibility and impact. This course provides participants with the essential skills to succeed in modern HR roles.

Course Methodology This course uses an interactive and practical approach through presentations, role plays, group discussions, writing exercises, case studies, communication practice, and real workplace examples.

## Course Objectives

- Strengthen communication and interpersonal skills for HR roles
- Improve listening, empathy, and relationship-building ability
- Apply questioning and influencing techniques professionally
- Develop stronger HR reporting and business writing skills
- Manage conflict confidently and constructively
- Understand employee motivation and engagement principles
- Enhance strategic thinking in HR practice
- Build confidence for future HR leadership roles

## Target Audience

- HR Officers
- HR Generalists
- HR Advisors
- HR Coordinators

# Course content

## Target Audience

- Supervisors with HR responsibilities
- New HR Professionals
- Anyone seeking to strengthen practical HR capabilities

## Target Competencies

- HR Communication
- Business Writing
- Conflict Resolution
- Influencing Skills
- Employee Relations
- Strategic Thinking
- Presentation Skills
- Professional Confidence

## Course outline

### Day 1: Communication Essentials for HR Professionals

- Communication methods used in HR environments
- Active listening and empathy in employee interactions
- Using STAR and FACT techniques professionally
- Probing and guiding questioning methods
- Fundamentals of public speaking for HR staff
- Building trust through clear communication

### Day 2: Understanding the HR Function and Service Excellence

# Course content

## Course outline

- Structure and responsibilities of HR departments
- Building a client-focused HR function
- Importance of customer service in HR
- Internal versus external customers in HR services
- Creating a service mindset across HR teams
- Improving employee experience through HR support

**Day 3: Preparing Professional HR Reports**

- Principles of business writing for HR
- Structuring clear and professional HR reports
- Identifying and correcting common writing mistakes
- Presenting HR data and recommendations effectively
- Examples of operational and strategic HR reports
- Practical exercise: Drafting an HR report summary

**Day 4: Conflict Resolution and Workplace Influence**

- Understanding the causes and dynamics of conflict
- Influencing skills for positive outcomes
- Thomas-Kilmann Conflict Model (TKI) in practice
- Managing disagreements between employees and managers
- Building assertive yet respectful communication
- Practical conflict resolution scenarios

**Day 5: The Future of HR and Personal Growth**

- Understanding motivation beyond pay alone

# Course content

## Course outline

- Role of reward and recognition in engagement
- Key messages for modern leaders and HR teams
- HR evolution from tactical to strategic partner
- Employee relationship management essentials
- Personal skills for future HR roles
- Influencing, assertiveness, and growth planning

# Seminar dates

## Available seminar dates

Live dates and pricing for Pioneer Skills for the HR Professionals generated from the course details page.

| Date | Location | Format | Fee |
|---|---|---|---|
| 5 - 9 October 2026 | London - U.K | Classroom | **€3,080.-** |
| 12 - 16 October 2026 | Munich - Germany | Classroom | **€3,400.-** |
| 9 - 13 November 2026 | Amsterdam - Netherlands | Classroom | **€3,360.-** |
| 16 - 20 November 2026 | London - U.K | Classroom | **€3,400.-** |
| 7 - 11 December 2026 | Istanbul - Turkey | Classroom | **€3,080.-** |
| 14 - 18 December 2026 | Kuala lumpur - Malaysia | Classroom | **€1,800.-** |
| 21 - 25 December 2026 | Amsterdam - Netherlands | Classroom | **€3,360.-** |
| 4 - 8 January 2027 | Istanbul - Turkey | Classroom | **€2,280.-** |
| 1 - 5 February 2027 | London - U.K | Classroom | **€3,360.-** |
| 1 - 5 March 2027 | Amsterdam - Netherlands | Classroom | **€3,400.-** |
| 5 - 9 April 2027 | London - U.K | Classroom | **€3,360.-** |
| 3 - 7 May 2027 | Barcelona - Spain | Classroom | **€3,080.-** |
| 7 - 11 June 2027 | London - U.K | Classroom | **€3,360.-** |
| 5 - 9 July 2027 | Barcelona - Spain | Classroom | **€3,080.-** |
| 2 - 6 August 2027 | Istanbul - Turkey | Classroom | **€2,280.-** |
| 6 - 10 September 2027 | Frankfurt - Germany | Classroom | **€2,600.-** |
| 4 - 8 October 2027 | London - U.K | Classroom | **€3,360.-** |

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| Date | Location | Format | Fee |
|---|---|---|---|
| 1 - 5 November 2027 | Munich - Germany | Classroom | **€3,400.-** |
| 6 - 10 December 2027 | Amsterdam - Netherlands | Classroom | **€3,400.-** |

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| **Live online option** | Online delivery is available at €1,850.-. |