informatech



HUMAN RESOURCES AND TRAINING | HRT-062

Pioneer Skills for the HR Professionals

UK
+44 33 000 111 90
info@informatech.co.uk
https://informatech.co.uk
63-66 Hatton Garden Hatton Garden
EC1N 8LE , London

NL
+31 85 74 444 46
info@infomatech.nl
https://infomatech.nl
Waarderweg 50 - 2031PB
Haarlem - Netherlands



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
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.-**
1 - 5 November 2027	Munich - Germany	Classroom	**€3,400.-**
6 - 10 December 2027	Amsterdam - Netherlands	Classroom	**€3,400.-**