HR for the Non-HR Manager

Course Overview

One of the biggest business changes in recent years has been the increased respect and responsibility afforded human resource professionals. The human resource field has changed dramatically, creating an expanded, more complex role for the human resource manager. There has been a move away from the human resource manager as a transaction-based, paper-pushing, hiring/firing support position. More and more, these managers are becoming decision-makers, who deal with employee performance and organizational profitability. This is a two-day overview of human resource issues facing today's business owners, managers and human resource support staff. You do not always have the expertise to deal with the many employee relationship issues you face, and yet you will be expected to make decisions that are both effective and legal.

Learning Objectives

At the conclusion of this course the participants will understand:

- The latest trends in the human resource field and the changing role of the human resource professional.
- How human resource planning and the organization's strategic plan work together.
- How to write job specifications and identify core competencies.
- Methods of finding, selecting and keeping the best people using behavioral description interviewing techniques.
- How to get employees off to a good start.
- How to deal with compensation and benefits.
- How to maintain healthy employee relations.
- How to make performance appraisals a cooperative process.

Outline

Day 1

- Introductions/objectives/agenda
- Trends affecting HR
- Forecasting needs/succession planning
- Skills inventories/emotional intelligence
- Job analysis
- Job competencies
- Job descriptions
- Job applications
- What's wrong with traditional interviews?
- Guide for an objective interview

Day 2

- What is BDI?
- How does a BDI interview rate
- BDI Patterns
- Critical incident techniques
- Format for an interview
- How to rate interviews
- Testing

- Checking references
- Orientation programs
  - Why have one?
  - What should they look like?
- Planning for Training
  - Learning Styles
  - Adult Learning Principles
- Flow chart for a needs assessment
- Internal vs. external training
- Criteria for working with external consultants
- Employee training plans
- The employee handbook
- Absenteeism
- Advantages of performance appraisals
- Pre-preparation for appraisals
- Designing the appraisal form
- Employee preparation for appraisals
- Conducting the appraisal
- Follow-up for performance appraisals
- Diversity
- Compensation equity
- Compensation issues
- What benefits do employees want?
- Positive Discipline
- Exit Interviews
- Certificates, evaluations