



Consulting and Training | Reach New Heights

Course Name

HR for Non HR Professionals

Sector Name

HR Strategy and Training

Document Type

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HR for Non HR Professionals

Course Introduction

This training course is designed to help line managers manage their staff better by equipping them with critical HR skills. Also, this course focuses on key issues for line managers, such as handling employee interviews, onboarding, appraisals, training, grievances, and much more.

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Target Audience

- ✓ Executive Secretaries
- ✓ Executive Personal Secretaries
- ✓ Personal Secretaries
- ✓ Executive Assistants
- ✓ Personal Assistants
- ✓ Office Managers
- ✓ Administration Managers
- ✓ Management Secretaries
- ✓ Senior Assistant
- ✓ Staffing Coordinator
- ✓ HR Assistant
- ✓ HR Generalist
- ✓ Personnel Manager
- ✓ HR Director
- ✓ Regional managers
- ✓ Career counsellor
- ✓ Entrepreneurs

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Learning Objectives

- ✓ List and apply the manager's HR functions
- ✓ Define the roles and responsibilities of managers in recruitment and onboarding
- ✓ Conduct effective performance appraisal meetings
- ✓ Identify and evaluate training needs
- ✓ Handle employees' complaints, grievances, and turnover

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Course Outline

✓ 01 Day One

Getting the right people

- ✓ What HR is really about
- ✓ Human Resources Development and Evolution
- ✓ HR: towards a modern definition
- ✓ Ally with the HR department
- ✓ The HR functions of managers
- ✓ Workforce planning
- ✓ Attracting the right talent through referrals
- ✓ Interviewing skills for line managers
- ✓ Building a job profile
- ✓ Preparing technical assessments

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Course Outline

✓ **02 Day Two**

Welcoming a new family member

- ✓ Onboarding - job orientation
- ✓ Does induction mean orientation, or is there a difference?
- ✓ Benefits of an induction and orientation program to employees and organizations
- ✓ First day on the job
- ✓ Induction content
- ✓ Role and responsibility of the new employee's manager during the first few days
- ✓ Values, culture, and code of conduct
- ✓ Evaluating the effectiveness of onboarding

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Course Outline

✓ 03 Day Three

Performance management

- ✓ Definition of performance management
- ✓ Overview of the annual performance cycle
- ✓ Mistakes in performance management
- ✓ Employee assessment best practices
- ✓ 360-degree versus 180-degree
- ✓ Coaching, counseling, and mentoring

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Course Outline

✓ **04 Day Four**

Training and development

- ✓ Why Identify Needs?
- ✓ Identifying training needs
- ✓ Career development
- ✓ The career development process and its links with HR
- ✓ Succession planning
- ✓ Building a personal development plan
- ✓ Learning styles
- ✓ On-the-job training
- ✓ Evaluating training effectiveness

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Course Outline

✓ **05 Day Five**

Handling employee complaints

- ✓ Employee moral
- ✓ The definition of a grievance
- ✓ Grievances versus complaints
- ✓ The grievance handling procedures
- ✓ Your role before, during, and after the exit interview
- ✓ Analyzing turnover
- ✓ Healthy versus unhealthy

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
July 13, 2026	July 17, 2026	5 days	4950.00 \$	Austria , Vienna
March 15, 2027	March 19, 2027	5 days	4250.00 \$	UAE , Dubai
Oct. 11, 2026	Oct. 15, 2026	5 days	4250.00 \$	Bahrain , Manama
April 19, 2027	April 23, 2027	5 days	4250.00 \$	UAE , Dubai

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