



Consulting and Training | Reach New Heights

**Course Name**

# HR for Non HR Professionals

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**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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## HR for Non HR Professionals

### 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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## HR for Non HR Professionals

### 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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## HR for Non HR Professionals

### 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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## HR for Non HR Professionals

### Confirmed Sessions

| FROM           | TO             | DURATION | FEES       | LOCATION         |
|----------------|----------------|----------|------------|------------------|
| April 13, 2026 | April 17, 2026 | 5 days   | 4250.00 \$ | UAE , Dubai      |
| 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 |

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