Haward Technology Middle East

COURSE OVERVIEW HM0206
Effectiveness in HR & Training

Course Title
Effectiveness in HR & Training

Course Reference
HM0206

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Date/Venue

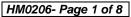| Session(s)	Date	Venue
1	January 28-February 01, 2024	Oryx Meeting Room, Doubletree By Hilton Doha-Al Sadd, Doha, Qatar
2	February 04-08, 2024	The Mouna Meeting Room, The H Dubai Hotel, Sheikh Zayed Rd - Trade Centre, Dubai, UAE
3	March 03-07, 2024	Kizkulesi, Crown Plaza Istanbul Asia Hotels & Convention Center, Istanbul, Turkey

Course Description

This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.

This course is designed to provide participants with a detailed and up-to-date overview of effectiveness in HR and training. It covers the human resource management (HRM) and its main functions in HR, characteristics of effective HR management, HR as business partner and examples of HR organizations charts; building effective HR department, creating an HR business plan, aligning the HR organization with the business organization and providing good HR analytics; the human resource competency model; the business expectations and the demands placed on human resources; and the significant changes in how international HR will function in the future.

Further, this course will also discuss the career path planning and effectiveness in HR management; the training function covering the component elements of training, the juxtaposition of training, education and learning within the industry base, the levels and types of training and training organizational structure; the skills and know-how of preparing including the competence profile of the training officer/specialist; and the linkage of training to other human resource systems and how do human resource management systems feed into the training function.

During this interactive course, participants will learn the training needs covering process, tools and techniques, roles, responsibilities, duties and documentation; the training budget, approaches and methodologies of training; the return on investment (ROI), productivity and intellectual capital; and organizing a training event through proper resources, planning, costing, implantation, review and feedback.

Course Objectives

Upon the successful completion of the course, each participant will be able to:-

- Apply and gain an in-depth knowledge on effectiveness in HR and training

- Discuss human resource management (HRM) and its main functions in HR, characteristics of effective HR management, HR as business partner and examples of HR organizations charts

- Build effective HR department, create an HR business plan, align the HR organization with the business organization and provide good HR analytics

- Illustrate the human resource competency model and identify the business expectations and the demands placed on human resources

- Interpret significant changes in how international HR will function in the future

- Carryout career path planning and effectiveness in HR management

- Identify the training function covering the component elements of training, the juxtaposition of training, education and learning within the industry base, the levels and types of training and training organizational structure

- Recognize the skills and know-how of preparing including the competence profile of the training officer/specialist

- Determine the linkage of training to other human resource systems and recognize how do human resource management systems feed into the training function

- Identify the training needs covering process, tools and techniques, roles, responsibilities and duties and documentation

- Apply training budget, approaches and methodologies of training

- Assess the return on investment (ROI), productivity and the added-value and intellectual capital

- Organize a training event through proper resources, planning, costing, implantation, review and feedback

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of effectiveness in HR and training for training managers, training officers and controllers, HR professionals and HR staff at all levels, capability development professionals, HR business partners, strategic planners, HR or manpower planners, succession planners, Kuwaitization officers and controllers.
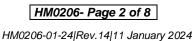
Haward Technology Middle East

Course Certificate(s)
Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Course Accreditations
Certificates are accredited by the following international accreditation organizations: -

- The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

- British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.
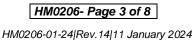
Accommodation
Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Dr. Chris Le Roux, PhD, MSc, BSc, PMI-PMP is a **Senior Human Resource & Management Consultant** with over **45 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **People Management** Essentials, Strategic **Recruitment, Interviewing & Selection**, **Human Capital Asset** Management, **Human Resource** Development, **Human Resource** Management, **Career** Development & Succession Planning Strategies, **HR Management** System, **Human Relation Skills & EQ Intelligence,** **Project Management**, **Project Delivery & Governance Framework**, **Project Management Systems**, **Project Management Practices**, **Project Management Disciplines**, **Project Risk Management Contract Management** & **Tendering**, **Tender Development**, **Contract Standards** & **Laws**, **Bidder Selection** & **Tender Evaluation**, **Dispute Resolution**, and **Risk Identification**. Further, he is also well-versed in **Integrated Security Systems**, **Incident Threat Characterization & Analysis**, **Physical Security Systems**, **Security Crisis**, **Security Emergency Plan**, **Command & Control System**, **Presentation Skills**, **Problem Solving & Decision Making**, **Preventive Actions**, **Situation Analysis**, **Crisis Management**, **Decision Making**, **Strategic Human Resources Management**, **Change Management**, **Organizational Development, Career Management**, **Situation & Behaviour Analysis**, Interpersonal Motivation, Leadership Orientation, **Coaching Skills**, **Negotiation Skills**, **Strategic Planning**, **Time Management**, **Risk Analysis & Risk Management**, **Stress Management**, **Inventory Management** and **Financial Administration**. He was the **Psychologist** & **Project Manager** wherein he was responsible in the project management and private psychology practices.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director**, **Medico Legal Assessor Psychologist**, **Training & Development General Manager**, **Project Manager**, **Account Manager**, **Commercial Sales Manager**, **Manager**, **Sales Engineer**, **Project Specialist**, **Psychology Practitioner**, **Senior HR Consultant**, **Senior Lecturer**, **Senior Consultant/Trainer**, **Business Consultant**, **Assistant Chief Education Specialist**, **ASI Coordinator**, **Part-time Lecturer/Trainer**, **PMP & Scrum Trainer**, **Assessor & Moderator**, **Team Leader**, **Departmental Head**, **Technical Instructor/Qualifying Technician**, **Apprentice Electrician: Signals** and **Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars, CBM Training, just to name a few.
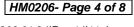
Dr. Le Roux has a **PhD** in **Commerce Major** in **Leadership** in **Performance & Change**, a **Master's** degree in **Human Resource Management**, a **Bachelor's** degree (with Honours) in **Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Electrical & Mechanical Engineering**. Further, he is a **Certified Project Management Professional** (**PMI-PMP**), a **Certified Scrum Master Trainer** by the VMEdu, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management** (**ILM**). Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator**, **Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

Course Fee

Doha	**US$ 6,000** per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Dubai	**US$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Istanbul	**US$ 6,000** per Delegate + **VAT**. This rate includes Participants Pack (Folder, Manual, Hand-outs, etc.), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30%   Lectures
20%   Practical Workshops & Work Presentations
30%   Hands-on Practical Exercises & Case Studies
20%   Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	***PRE-TEST***
0830 – 0930	***Human Resource Management (HRM)*** *Definitions & Objectives of HRM • The Main Functions in HR • Characteristics of Effective HR Management • HR New Roles: HR as Business Partner • Examples of HR Organization Charts*
0930 – 0945	*Break*
0945 – 1100	***Building Effective HR Department*** *Create an HR Business Plan • Align Your HR Organization with the Business Organization •Provide Good HR Analytics*
1100 – 1130	***The Human Resource Competency Model*** *Observations About the Competency Approach • Evolution of the HR Competency Model • The 21st Century HR Competency Model • HR Competency Domain Factors • Strategic Positioner*
1130 – 1200	***The Human Resource Competency Model (cont'd)*** *Credible Activist • Capability Builder • Change Champion • HR Innovator & Integrator • Technology Proponent*
1200 – 1215	*Break*

1215 – 1320	**Business Expectations & The Demands Placed on Human Resources** *Introductions • Global Change • Impact of Technology on Future Businesses-Case Study*
1320 - 1420	**Business Expectations & The Demands Placed on Human Resources (cont'd)** *Need to Change Organizational Structures • How Changing Internal & External Customer Needs Will Affect All Current HR Concepts • Where Are You Now? The HR Change Model-Questionnaire & Discussion*
1420 – 1430	**Recap**
1430	*Lunch & End of Day One*

Day 2

0730 – 0930	**Significant Changes in How International HR Will Function in the Future** *Process Re-Engineering HR Activities • The Three-Tier Model for HR – Benefits to The Business*
0930 – 0945	*Break*
0945 – 1100	**Significant Changes in How International HR Will Function in the Future (cont'd)** *Use of Corporate Culture – How to Develop A Corporate Culture Template – Practical Case Study & Exercises • The Changing Function of Psychometric Testing & Personality Questionnaires*
1100 – 1200	**Career Path Planning** *Putting it All Together • What Is A Career & Why It Matters? • Techniques for Career Planning Explored • Career Planning & Its Relationship to Succession Planning • Personal Action Planning*
1200 – 1215	*Break*
1215 – 1420	**Effectiveness in HR Management** *Succession Planning ● Competency & Capability Development ● Talent Management ● Career Staff Development ● HR Business Partner & Strategic Planning*
1420 – 1430	**Recap**
1430	*Lunch & End of Day Two*

Day 3

0730 – 0930	**The Training Function** *The Component Elements of Training ● The Juxtaposition of Training, Education & Learning Within the Industry Base ● Levels & Types of Training ● The Training Organizational Structure ● Training as a Human Resource System*
0930 – 0945	*Break*
0945 – 1100	**The Skill & Know-How of Preparing** *Job Profiles ● Personal Profiles ● Functional Profiles ● Organizational Profiles*
1100 – 1200	**The Competence Profile of The Training Officer/Specialist** *Technical Competence ● Administrative Competence ● Professional Competence*
1200 – 1215	*Break*
1215 – 1420	**The Linkage of Training to Other Human Resource Systems** *Manpower Recruitment & Succession Planning ● Training Policies ● Remuneration & Training Allowances ● Performance Management ● Career Development & Potential Assessment*
1420 – 1430	**Recap**
1430	*Lunch & End of Day Three*

Day 4

0730 – 0930	***How Do Human Resource Management Systems Feed Into the Training Function?*** *Job Grading & Evaluation ● Psychometric Testing ● Job Re-Design/ Career Laddering / Progression ● Nationalization / Localization ● Government Legislations, Regulations & Laws ● Morale & Motivation*
0930 – 0945	*Break*
0945 – 1100	***The Identification of Training Needs*** *Process ● Tools & Techniques ● Roles, Responsibilities & Duties ● Documentation*
1100 – 1200	***The Training Budget – Phase I*** *Human Asset Accounting: Cost or Investment? ● Expenditure Cost Elements & Phasing ● Estimation Techniques & Cycle ● Centralization Versus Decentralization*
1200 – 1215	*Break*
1215 – 1420	***The Training Budget – Phase II*** *Functional Allocations ● Monitoring & Control ● Statistical Considerations ● Presentation & Layout*
1420 – 1430	***Recap***
1430	*Lunch & End of Day Four*

Day 5

0730 – 0930	***Approaches & Methodologies of Training*** *The Benchmark Approach ● Self-Development ● Individual Development Plan ● The Performance Gap ● Coaching, Counseling & Mentoring*
0930 – 0945	*Break*
0945 – 1100	***The Return on Investment (ROI)*** *Assessment of Training (Evaluation, Validation, Measurements & Formulae)*
1100 – 1200	***The Return on Investment (ROI) (cont'd)*** *Productivity & the Added-Value ● Intellectual Capital*
1200 – 1215	*Break*
1215 – 1345	***How to Organize a Training Event*** *Resources, Planning, Costing, Implantation, Review, Feedback*
1345 – 1400	***Course Conclusion***
1400 – 1415	***POST-TEST***
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-

Course Coordinator

Jaryl Castillo, Tel: +974 4423 1327, Email: jaryl@haward.org