

## HR FOR NON HR MANAGERS

<b>Unit Standard</b>	<b>10170 / 11473 / 11911</b>
<b>NQF</b>	<b>3 - 6</b>
<b>Credits</b>	<b>3 - 8</b>
<b>Duration</b>	<b>1 Day</b>
<b>Organisational Development Area</b>	<b>Management Level and Human Resource Administrators</b>

### SYNOPSIS

The complex economic, social and technological changes that are continually shaping the context of work in organisations are having a profound impact on how to best manage and develop the people within them. This core course aims to equip learners with a foundation in key aspects of human resource management theory and practices to equip them in a line management role. The course focuses on developing appropriate knowledge and skills to utilise HR strategically and operationally.

This is a three-day overview of human resource issues facing today's business owners and managers in South Africa and International Standards of compliance. 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.

This one day course will walk you through the hiring process, from performing a skills inventory to conducting the interview; discuss orientation; and cover some issues that arise after the hiring process (such as diversity issues, compensation, and discipline).

### COURSE OUTLINE

- Defining Human Resources, The Basics of HR Management;
- Forecasting – Skills inventory;
- Job Analysis:
  - ✓ Understanding Job Analysis;
  - ✓ Performing an Analysis;
  - ✓ Job Analysis Formats.
- Job Competencies:
  - ✓ Position Profiles/Job Descriptions.
- Do You Really Need to Hire?
  - ✓ Evaluate All Options
- The Real Cost of Employee Turnover;
- Finding Candidates:
  - ✓ Advertising Guidelines;
  - ✓ Screening Resumes.

- Preparing for the Interview:
  - ✓ Conducting the Interview;
  - ✓ History of the Interviewing Process;
  - ✓ An Objective Interview;
  - ✓ Basics and Purpose of Behavioural Interviewing;
  - ✓ Asking Questions;
  - ✓ Understanding and Developing BDI Questions;
  - ✓ The Critical Incident Technique.
- After the Interview;
- Employee Orientation
  - ✓ Why Have Orientation?
  - ✓ How Did Your Orientation Rate?
  - ✓ Problems to Avoid;
  - ✓ Planning the Orientation Program.
- Planning Training:
  - ✓ The Training Cycle;
  - ✓ Internal vs. External Training.
- Performance Reviews;
- Absenteeism:
  - ✓ The Cost of Absenteeism;
  - ✓ Dealing with Absenteeism.
- Privacy Issues, Compensation and Benefits;
- Discipline and Termination:
  - ✓ Letting Staff Go;
  - ✓ Exit Interviews.

## **COURSE OUTCOMES**

Upon successful completion of this course learners will be able to:

- Understand the latest best practice trends in the human resource field and the changing role of the human resource professional;
- Demonstrate how to write job specifications and identify core skill competencies;
- Identify the best methods of finding, selecting, and keeping the best people using behavioural description interviewing techniques;
- Understand employee orientation and how to get employees off to a good start;
- Understand issues relating with compensation and benefits;
- Identify and understand models and techniques suited to implement ways to maintain healthy employee relations;
- How to make performance appraisals a cooperative process.