

## ***Critical Skills for HR Executives***

This five day programme will focus on the way in which HR is managed as a tool for progression and will provide best practices for those operating in a HR role. This suite of programmes will enable a thorough understanding of the HR function within an organisational context, complementing the legal requirements with industry best practice guidelines for the recruitment, retention and development of people.

### **Programme Overview:**

- **Best Practices for People Management**
  - Managerial Skills Analysis
  - The Principles of Management
  - Exploring the Challenges of People Management
  - Understanding Leadership & Leadership Styles
  - Understanding Motivation
  
- **Employment Law for HR Professionals**
  - Legally required employment policies
  - Desirable employment policies
  - The contract of employment
  - Grievance and disciplinary process
  - Employers' Health & Safety Obligation
  - Bullying & Harassment in the Workplace
  
- **Recruitment and Selection, Interviewing Skills**
  - Conducting a job analysis
  - Understanding the various methods used in recruitment and identify the ones most applicable to your organisation
  - Appropriate techniques to screening and short-listing applications
  - The interview process
  - Understanding the basis for discrimination and show an awareness of discriminatory questions at interview stage
  - Developing a range of competency based interview questions appropriate to job specifications
  - Demonstrate appropriate assessment techniques that accurately reflect the aptitudes and abilities of the candidate
  - Understand the legal obligations that must be adhered to during the selection process

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- Understanding the importance of induction and follow-up with successful candidates
- **Performance Management through Coaching**
  - Developing a coaching style which meets individual and business needs
  - Determining barriers to learning and how to overcome them
  - Providing effective feedback in a way that encourages positive change
  - Coaching to improve individual performance
  - Understanding the relationship between coaching and other performance management techniques
  - Understanding the key coaching styles (input and output)
  - Measuring results
- **Teambuilding & Cross Cultural Communication**
  - Exploring team characteristics & identifying challenges in team
  - Understanding the stages in team development: form, storm, norm & perform
  - Understanding the stages involved in building high performance teams - Clarifying team objectives, Exploring role types, Establishing Roles & Responsibilities, Managing delegation, Exploring and controlling team dynamics and Giving Direction
  - Understanding the barriers to cross cultural communication
  - Enhancing awareness of the complexities of the English language. Participants will explore the Hofstede Model and other frameworks to enhance cultural understanding.
- **Managing Training Budgets & Resources**
  - The Role of Training
  - Uniting Training & Business Needs
  - Identifying Needs – Key to successful Training Needs Analysis
  - Managing Design & Delivery of Training
  - Building a Training Budget
  - Evaluation Effectiveness

**Programme Facilitator: Optimum Training Ltd**

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