



HRM-109 - Strategic Human Resources Management



Description

This 5-day Training Course is designed to provide participants with the tools and techniques required to provide Human Resources (HR) leadership with a positive and strategic impact on their organization.

Throughout the 5 days of the course, there will be an ongoing workshop entitled 'The strategic HR plan' to help participants apply course learnings to the real-life situation in their organization.

On Day 1, participants will identify the top HR opportunities and challenges facing their organization. Over days 2–4 of the course, participants will apply course learnings to develop an action plan to exploit the opportunities and address the challenges.

On the last day of the Training Course, participant Strategic HR plans will be presented to the rest of the group.

Learning Outcomes

At the end of the course, participants will be able to:

- Align HR strategies with organizational strategies
- Develop and implement HR policies and practices which are congruent with the organization's goals
- Design and lead change interventions for organizational development
- Identify, recruit, compensate and foster high performing and engaged employees

Topics

The training course covers the following topics:

Day 1

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Global and competitive telecommunications environment

- *Workshop - Impacts on HRM*
- Strategic role of Human Resources Management (HRM)
 - HR as a strategic business partner
 - Aligning HR strategies with business strategy
 - HR metrics
 - *Workshop – Emerging role of the HR professional: Key competencies*
 - *Case study: How Netflix reinvented HR*
 - *Workshop – The strategic HR plan part 1*

Day 2

- Workforce planning
 - Planning process
 - Linking plans to business strategy
 - Forecasting needs and supply
 - Balancing supply and demand
 - HR analytics
 - *Case study: Workforce planning for a new service deployment*
- Recruiting
 - Sourcing and recruitment process
 - Selection process
 - Interviewing
 - Hiring decision
 - Onboarding employees
 - *Workshop - The recruiting interview*
 - *Workshop – Onboarding best practices*
 - *Workshop – The strategic HR plan part 2*

Day 3

- Employee performance management
 - Building blocks of an effective performance management process
 - From corporate strategy to individual performance
 - Setting individual targets and KPIs
 - Appraising, managing and improving performance
 - Fostering employee engagement
 - *Workshop – Giving feedback and coaching employees*
 - *Workshop – The strategic HR plan part 3*
- Compensation
 - Global compensation and total rewards model
 - Employee benefits and services
 - Employee incentive and recognition plans
 - *Case study: When compensation goes wrong – The Wells Fargo scandal*

Day 4

- Employee development
 - Career planning and development
 - Employee development activities
 - Workshop – Employee development
- Employee relations
 - Protecting employee privacy
 - Disciplinary management
 - Managing separations
 - Building a positive work environment
 - Case study: When a personal situation impacts performance
 - Workshop – The strategic HR plan part 4

Day 5

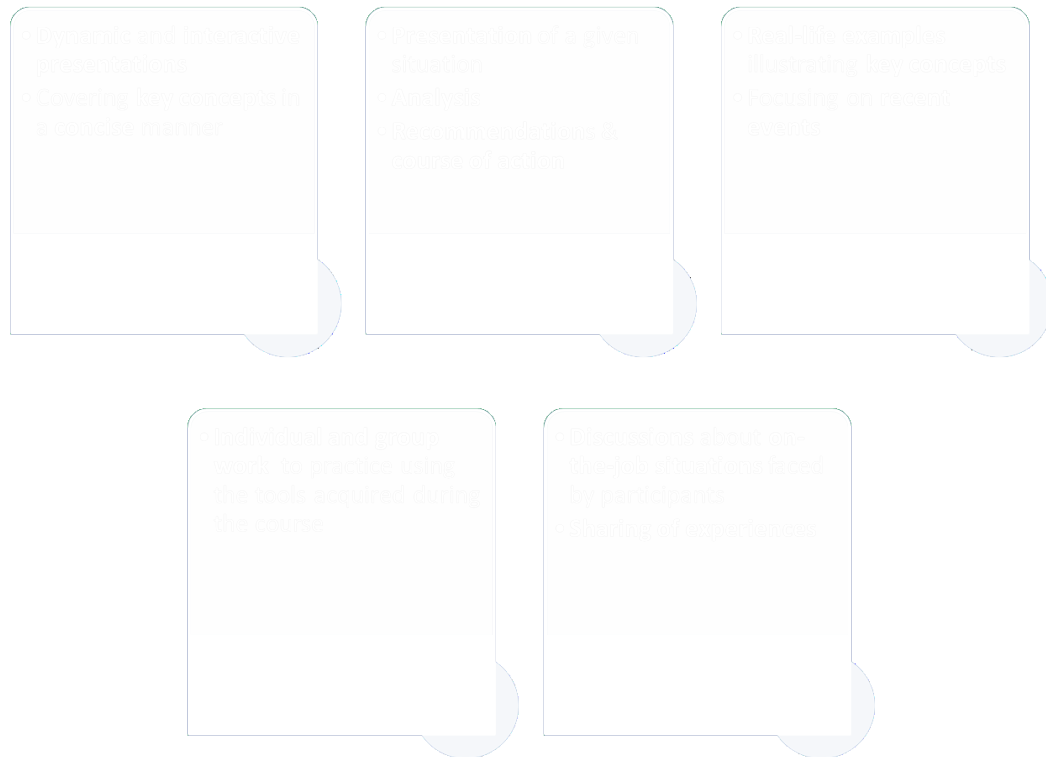
- Organizational development (OD) and change management
 - Selecting a change intervention for organizational development
 - Establishing intervention goals and Key Performance Metrics
 - Strategies to build internal support, generate collaboration, and influence the organization
 - Methods to track progress and deal with resistance
 - Strategies and indicators to sustain and institutionalize change efforts
 - Case study: Change management at Vodafone
- Key HRM trends
 - Workshop – Strategic HR plan presentations

Target Audience

- HR personnel and managers who are responsible for designing and leading change interventions for the development of their organization
- Managers looking to complement their skill-set by gaining a good understanding of how human resources can contribute to the company's strategic planning

Methodology

A combination of engaging activities and dynamic presentations to stimulate and maximize participants' learning.



Location

A selection of Neotelis' training courses is held in various cities around the world. Please contact us at training@neotelis.com for the complete Yearly Training Calendar.



Neotelis can also deliver in-house sessions of this course specifically for your organization. Please contact us at training@neotelis.com for more information and a Proposal.

About Neotelis

Neotelis provides training, consulting, conferences and publications to the telecommunications industry worldwide. Its team of senior experts has trained thousands of executives and managers working for operators, regulators, policy-makers and governments in over 120 countries around the world.

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