HR for Non-HR Managers

Duration: **2 days**

Overview:

The HR (Human Resources) for Non-HR Managers course is designed to assist Managers with the daily human resource issues that arise with their staff members.

It takes a manager through the various HR elements and issues they need to know from the start of a staff member's time at an organisation, through to their progress as a staff member in terms of performance, behaviour and growth. We then move on to how to go about employment termination, either by the staff member or the organisation.

Read more…

Target Audience:

This course will benefit anyone who needs to deal with HR issues with staff but who has no formal HR qualifications or is unsure of the legal implications of various more 'sensitive' employee issues. It is particularly useful and relevant for line managers, new managers and those whose role has expanded to include more aspects of HR.

Key Participant Benefits:

The benefit to the participant is a greater understanding of the strategic importance of HR through setting expectations and recruitment and retention of staff, the knowledge of some policies and procedures that govern fair and consistent labour practice, and the interpersonal management of subordinates to motivate, resolve conflict and build capacity through training and coaching.

At Course Completion:

- Manage staff issues within the law
- More confident in dealing with sensitive staff issues
- More able to get the best out of people through performance management

Read more…

Onboarding

Recruitment and Interviewing Overview
- Expectations regarding organisational fit
- HR's role in the recruitment of employees
- Job Roles
- Preparation
- Some interview techniques

Induction
- Need for orientation
- HR Responsibilities
- Line manager responsibilities
- Own experience Questionnaire

Managing Performance

Setting expectations (KPI's)
- Checklists for objective setting, support and discussion/interview
- Motivation
- Reward systems

Skills
- Managing Training, Coaching and Mentoring, Training Cycle: process
- Short Term: Current organisation needs
- Longer Term: employee growth, development and succession planning
- Internal vs External training: Advantages & Disadvantages
- Staff retention strategies

Monitoring
- Managing and tracking performance
- Giving difficult feedback
- Discipline: 4-step process to Termination (18%), written warnings, checklist

Difficult situations and the law

Delineation between HR Department and Line Manager's Authority

Grievance and conflict handling
- Process
- Manager's responsibilities
- Employee's responsibilities

Counselling and EAP

The Legal Scaffold underpinning Workplace Relationships: Fair Labour Practice (Fair Work Act 2009)
- Procedural Fairness
- Substantive issues - workplace discrimination, harassment (what it is, and what it is not), bullying, dismissible offences, termination and terminology