



## Human Resources Management and Development

In this 21st century of hypermodernity, artificial intelligence, robotisation, and the Millennials, leaders are faced with new challenges in business, specifically those related to their employees. Turnover rate, lack of engagement, work-related stress and mental health problems are clear indicators that it is more important than ever to consider the feelings of employees at work, their perception of their work environment and whether the latter appears to be pleasing to them or not.

The Happiness At Work (HAW), is aimed to promote the human perspective in management, particularly employee relations, especially that we are faced with more dehumanisation of organisations, where “technology has jumped ahead of leaders and organisations, and the human element must catch up”. Beside neutralising stress and humanising the employees, a recent study showed that, from employers’ point of view, HAW generated more devoted employees, less turnover, and less absenteeism and sick leaves.

### PRACTICAL OBJECTIVES

- ✓ **Understand** the strategic role and contemporary challenges facing the development of HR.
- ✓ **Master** competency management and employee performance evaluation.
- ✓ **Explore** the learning & development process through training plans, activities and evaluate own and other participant related performances.
- ✓ **Build** empowerment, trust, and mobilise employees for better service productivity.

#### **TARGET AUDIENCE:**

- **HR professionals and any other Human Resources Managers and Leaders**

**DURATION:** 2 weeks

### SEMINAR TOPICS

- **Strategic HR Practices and Planning:** “From Tradition to Strategic HR”. Role and responsibilities. Mission and values. HR diagnosis. Human resources leadership. Organisational and workplace culture.
- **Competency Management:** Capacity building. Competency-based management is a cultural change. Build a competency-based framework. Assess current skills. Set targets including succession requirements. Assess motivation, potential and talents.
- **Performance Management:** Individual and collective performance. Performance appraisal process and performance management tips. Implementation of a performance management system. Writing SMART objectives. Best practices in performance management.
- **HAW - Happiness At Work:** Key determinants of motivation, empowerment and engagement of employees. Drivers and challenges. Motivation and feedback. Building and developing talent. Effective communication. Conflict management strategies.
- **Leadership and HR management:** Conflict. Cultural diversity. Changes. Team. Technology & KPI and other emerging challenges.

