



HUMAN RESOURCES FOR HODs and MANAGERS

COURSE MODULES

- Introduction to HRM
- Job Descriptions / Specifications
- Manpower Planning
- Interviewing / Testing / Selecting
- Handling Performance Issues
- TNA & Training
- Issues in Handling Employee Entitlements & Benefits
- Handling Operational Employee Relations and Motivation
- Handling Indiscipline & DI



Human Resources / Staff Management is one of the most complicated and difficult task as every employee is different. Staff management is

the line responsibility. Getting it right within the legal environment is immensely important for all organisations. Getting it wrong can be very damaging both in the long and short term.

This HR for HODs and Managers

course offers the core toolkit of HR skills that every manager especially growing managers should possess, even if they don't work in HR.

LEARNING OBJECTIVES

At the end of the programme participants are able to:

- Understand the function of Line and Non-HR Managers in carrying out Operation HR
- Write effective job descriptions and job specifications
- Determine the right number and quality of subordinates for the department
- Interview, test and select the right candidate
- Handle performance issues of confirmed and probationary employees
- Identify training needs (TNA) and conduct training for subordinates
- Develop excellent employee relations and motivate them
- Handle indiscipline issues

TARGETED AUDIENCE

- Line Managers / Executives
- Non-HR Managers / Executives
- Operations Managers / Executives
- Production Managers / Executives
- Retail Managers / Executives
- Finance & Accounting Managers / Executives
- Purchasing Managers / Executives
- Marketing & Sales Managers / Executives
- Administration Managers / Executives
- Technical Managers / Executives
- Logistics Managers / Executives
- Construction Managers / Executives
- Quality Control Managers / Executives
- Engineers

TRAINER PROFILE : Mr. Cyril Pagadala

Qualifications:- BA (English), MA (Human Resource Management)

EXPERIENCE :

Cyril has more than 18 years of working experience, in local and multinational companies, in the field of Human Resources Management, Administration and Operations in various industries. He last held the position of Director of Administration and Human Resources.

He is now a lecturer and corporate trainer for more than 10 years in the field of human resource management, HR laws, leadership principles, customer service, business communication and English. His working experiences have provided with him with deep insight and lasting exposure to various problems and solutions of different kinds. He brings this exposure to his specialised areas of training. He delivers and facilitates the programmes in a simple, easy-to-understand way and willingly shares knowledge. He is able to provide many simple solutions to work challenges.

