

# Certified Human Resources Professional From Traditional HR Role to Business Partner

## Why Attend

- HR professionals have to stop 'doing' and start 'delivering'. Therefore, HR has to transform itself into a credible business partner deserving a seat at the decision making table. The door is wide open for human resources to become the business partner it always wanted to be rather than remaining just another service function.
- Now more than ever, HR professionals need new skills and a whole new set of competencies: technical, behavioral and emotional, in order to be able to deliver strategic and tangible results. Participants to this course will go through the various HR functions, the key results that HR has to deliver, the key performance indicators for measuring HR performance, and the various competencies necessary for the success of HR as a business partner.
- In the end, this course will enable you to transform yourself and your HR department into a business partner capable of delivering results and adding value to your organization.

## Course Methodology

- This course is based on the latest research and best practices related to human resources management. It brings new experiences and examples to participants, as well as insights and understanding of what makes a successful HR business partner. The course uses an integrated mix of training approaches including lecturettes, case studies, group activities and sharing experiences. The course will end with an assessment of participants to prove their understanding of the program material. Passing the assessment will give them the right to earn their certificate of completion.

## Course Objectives

- Demonstrate a thorough understanding of the nature of HR as a managerial function
- List all HR functions and responsibilities and identify their contributions to organizational success
- Play the four new roles that make HR a credible business partner in a modern organization
- Create an HR strategy that is aligned with the overall organizational strategy
- Measure the contribution of HR to the bottom line in both profit and non profit organizations
- Assess the effectiveness of the human resources function through the use of 'SMART' Key Performance Indicators (KPIs) and indices
- Demonstrate how a competency framework can increase the effectiveness of the HR function
- List the core competencies for an HR professional.

## Target Audience

- Human resources managers , business partners, team leaders, and specialists.

## Target Competencies

- Deciding and initiating action
- Relating and networking
- Analytical thinking
- Business acumen
- Planning and organizing
- Achieving goals and objectives
- Applying expertise and technology

### Human management: An overview

- Definition and objectives of modern HR management
- HR management now and then
- The main functions in HR management
- Organization
- Resourcing
- Climate and culture
- Training and development
- Performance management
- Total compensation management systems
- Competency based HR management: An overview

### HR business partner

- Four new roles to play
- Management of strategic HR
- Management of firm infrastructure
- Management of employee contribution
- Management of transformation and change
- Basic HR competencies required to play the four roles
- HR business partner and emotional intelligence
- The fundamental emotional intelligence framework
- The emotionally intelligent HR business partner

### Job analysis, description and evaluation

- The pervasiveness of the job description
- Four approaches for conducting job analysis
- Job Key Result Areas (KRAs)
- Writing job descriptions using the job key result areas approach
- Characteristics of effective job descriptions

## Fundamentals of strategic HR management

- Analysis of the environment
- From SWOT analysis to vision and mission statements
- The link between strategy and performance
- Organizational vs. HR key result areas
- Measuring HR KRAs through SMART Key Performance Indicators (KPIs)
- Turning key performance indicators into SMART objectives
- The balanced scorecard: an overview

## Competency based HR management

- Competency definition
- Types of competencies
- The different competency components
- Competency based recruitment and selection
- Competency based training and development
- Competency based performance management
- Benefits of a competency based HR

## Measuring HR Performance

- The predominance of business results over HR results
- Five steps of analytics
- Measuring recruitment and selection
- Measuring compensation and benefits
- Measuring training and development
- Measuring performance management
- Designing the HR balanced scorecard