

Human Resource Management

Recently tasks that were originally thought to fall under the responsibility of the human resources department have become a part of many managers' job descriptions. The sharing and diffusion of these tasks throughout the organization has had an impact particularly on those that are not equipped with the skills or knowledge to deal with these issues.

The Human Resource Management workshop will give managers the basic tools to handle numerous human resource situations such as interviewing, orientation, safety, harassment, discrimination, violence, discipline, and termination. This workshop will provide your participants those skills and assist them with certain Human Resource situations.



Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: A History of Human Resources

- A Brief History
- What is Human Resources Today?

Module Three: The Interview Process

- The General Format
- Types of Questions
- Dos and Don'ts

Module Four: Employee Orientation

- The Orientation Process
- The Role of Management and the Role of Human Resources
- Tips and Tricks

Module Five: Following Up with New Employees

- Daily Checklist for the First Week
- Following Up at the End of the Week
- Weeks and Months Later

Module Six: Workplace Safety

- Understanding Your Role and Responsibilities
- Understanding Local Rules
- Understanding Industry-Specific Rules

Module Seven: Dealing with Harassment and Discrimination

- Defining Harassment
- Types of Workplace Discrimination
- A Manager's Responsibility
- An Employer's Responsibility

Module Eight: Workplace Violence

- Defining Violence
- A Manager's Responsibility
- An Employer's Responsibility

Module Nine: Managing Employee Performance

- Choosing the Time and Place for Feedback
- Types of Employee Appraisals
- Using the Feedback Sandwich
- Encouraging Growth and Development

Module Ten: Disciplining Employees

- Understanding Your Role
- Understanding Your Choices
- Having the Meeting
- Following Up

Module Eleven: Terminating Employees

- Documenting Events
- Preparing for the Decision
- Making the Decision
- Communicating the Decision

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations