



*Training Course:
HR Skills for HR Assistants*

*6 - 10 October 2025
Milan (Italy)*

Training Course: HR Skills for HR Assistants

Training Course code: HR3029 From: 6 - 10 October 2025 Venue: Milan (Italy) - Training Course Fees: 5500 € Euro

Introduction

HR is becoming one of the most critical and strategic functions of the organization. To allow the organization to get the most from this area you need well-trained and prepared staff in HR.

This program is designed to cover all aspects of the work of a modern HR or Personnel department and is designed to serve as an introduction to HR for newly appointed HR Assistants or alternatively as a refresher for those with two or three years of service.

The subjects covered will include all aspects of a modern employment policy presented from the point of view of the HR function.

Subjects covered will include:

- Nationalization
- Assessment Centres
- Change Management
- Competencies
- Employee Relations
- Job Evaluation
- Performance Management
- Recruitment and Retention

Objectives

Following the completion of this unit, you will know how to:

- Explain the role and purpose of the HR/Personnel function
- Develop HR policies that meet the strategic aims of your organization
- Apply HR practices that fit the needs of your organization
- Develop a set of HR policies that will reflect the context of the Middle East
- Adapt the practices currently in place in the West

- Identify critical issues in your organization that will need to be addressed
- Develop a high-performance culture
- Develop a harmonious relationship between HR and the line

Course Benefits

- Write a modern HR policy
- Identify the practices which are appropriate to a particular organization
- Become familiar with the key aspects of HR strategy
- Apply the key principles and practices involved in HR strategy, Recruitment and Selection, Induction, Retention, Performance Management, the use of Competencies and Training and Development, Discipline and Grievance Handling
- Make connections between performance management and merit pay
- Identify best practices in HR
- Draw distinctions between the role of HR and the role of the line manager

Course Results

- HR in context and relationship with the rest of the organization
- The essential parts of the HR Function
- Absence Management - Change Management
- Coaching - Employer of Choice
- e-Learning - Internet and Email policies
- Job Evaluation - Performance Management
- Recruitment - Work-Life Balance

Core Competencies

There are many basic competencies that will be covered in this workshop.

Amongst the important are:

- Assertiveness

- Influencing skills
- Interpersonal skills
- Listening skills
- Personal organization
- Presentation skills
- Questioning skills
- Working co-operatively
- Writing skills
- Adaptability
- Creativity
- Impact and influence
- Interpersonal understanding
- Planning and organizing
- Relationship building
- Teamwork
- Written communication

Outlines

Day 1

HR in context and relationship with the rest of the organization

- The Context for HR in the Middle East
- Absence Management
- Alcohol and Drug Abuse
- Assessment Centres
- Bonus and Incentives
- Business Travel and Expenses
- Career Breaks and Sabbaticals

- Change Management
- Competency Frameworks

Day 2

Employee Relations - Employer of Choice

- Coaching
- Codes of conduct
- Communications
- Competency Frameworks
- Consultation
- Clothing and Dress Codes
- Disciplinary Procedure
- Employer of Choice
- Employee Relations
- Handling Disciplinary and Grievance Issues
- Harassment Policies

Day 3

Recruitment - Work-Life Balance

- Recruitment
- Redundancy
- Relocation
- Retention
- Salary Scales
- Succession Planning
- Suggestion Schemes
- Sick pay schemes

- Training Strategies
- Union Recognition
- Work-Life Balance

Day 4

Job Evaluation - Performance Management

- Job Evaluation
- Leadership Competencies and Development
- Long Service Awards
- Merit Reviews
- Mentoring
- Nationalization
- Overtime
- Performance Management

Day 5

e-Learning - Internet and Email policies

- e-Learning
- HR Intranets
- Employee Assistance programs
- Employee Attitude Surveys
- Equal Opportunities
- Exit Interviews
- Giving and Receiving Feedback
- International Assignments
- Internet and Email policies

Registration form on the Training Course: HR Skills for HR Assistants

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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