



*Training Course:  
Human Resources Management Basics*

*15 - 26 September 2025  
Milan (Italy)*

## Training Course: Human Resources Management Basics

Training Course code: HR234869 From: 15 - 26 September 2025 Venue: Milan (Italy) - Training Course Fees: 9000 € Euro

### Introduction:

This course provides a comprehensive and modern overview of the role and activities of the Human Resource Personnel HR Department. It presents the latest tools and techniques for the effective management of people.

Participants will learn about the processes involved, the systems used, and the skills needed to be successful in a modern HR Department. They will explore personnel activities ranging from the recruitment interview to a dismissal meeting, discovering the skills required, and the role of the HR Professional in the 21st Century.

- Strategic HRM in the modern organization
- Measuring and reducing absenteeism
- Performance Management in a multi-cultural environment
- Essential steps in employee record security and minimizing identity theft
- Managing employee problems

### Objectives:

By the end of this course, delegates will be able to:

- Understand Strategic HRM approaches SHRM
- Describe the role and functions of the Personnel/HR Department
- Show awareness of employee resourcing, recruitment & reward
- Describe best practice in working with employees and assisting with employee problems
- Understand performance management in a multi-cultural environment
- State the benefits of HR Planning and HR Ethics

### Methodology:

There are interesting presentations supporting each of the topics together with interactive trainer lead sessions of discussion. There will also be practical sessions where participants have the opportunity to practice and experience some HR-related activities. Role-plays, case studies, DVDs, small group work, exercises, and feedback will be used to facilitate learning.

### Organizational Impact:

- Will enable participants to successfully work in an HR or Personnel Department

- Add value to the department and the organization as a whole.
- More focused support for the organization built on a thorough understanding of the functional role and responsibilities.
- Participants are encouraged to take new ideas and strategies back to their workplace for discussion with their managers.
- The organization will receive input into key areas for improvement from an enthused employee
- Staff committed to building a high-performance organization

## Personal Impact:

- Will enable participants to understand the history and development of modern HR practice
- Improved confidence and self-assurance
- A greater strategic overview of the HR function
- Will enable participants to apply best practice in employee resourcing
- A greater awareness of own beliefs and limitations related to HR practice
- Will enable participants to work with and assist employees

## Outlines

### DAY 1

#### An Overview of Human Resource Management

- Introducing Human Resource Management HRM
- Human Resource Management V Personnel Management
- Main activities, responsibilities, and tasks of HRM
- Introducing Strategic HRM SHRM
- Personnel jobs and systems
- Typical department structure - HRM department case study
- Qualifications and professional study
- Personal qualities needed for HRM work

## DAY 2

### Administration & Performance Management

- Administration and business support
- Monitoring and reporting, e.g Sickness and Absence
- Absence management case study
- Introduction to HR databases and computer systems
- Security and confidentiality of employee records
- Performance management in a multi-cultural setting
- Appraisal systems and 360-degree feedback
- The employee disciplinary interview

## DAY 3

### Recruiting, Rewarding and Retaining Employees

- Flexibility and introducing the "flexible firm"
- Pay and reward, compensation and benefits
- Introducing "total reward" concepts
- Recruitment and selection
- Assessment and development centers
- The use and limitations of aptitude tests and psychometrics
- Use of references
- Induction for new employees

## DAY 4

### Working with and Assisting Employees

- Managing employee problems
- Employee Assistance Programmes EAP
- Complying with employment law

- Equality of opportunity & employee diversity
- Dignity-at-work, Bullying & Harassment
- Grievance and conducting workplace investigations
- Introducing workplace mediation
- Exit procedures and exit interviews

## DAY 5

### HR Planning, Learning & HR Ethics

- What is learning?
- Training and Development
- Human resource planning
- Integrated HR strategies
- HR and Training and Development
- HRM Ethics
- Professional Conduct
- Personal action planning and continuing personal development CPD

## DAY 6

### Manpower Planning

- Manpower Planning
- Technique to determine the number of recruits
- Recruitment
- Recruitment from External Resources

## DAY 7

### Employee Selection

- Employee Selection
- Pre-employment assessment

- Remuneration & agreements

#### Connecting HR Metrics and Analytics with Action 1

- Change Management
- Employee Relations
- The relationship between HR and the Line
- The Use of Competencies
- Employee Development
- Succession Planning

#### Planning, design, and development

- General
- Objectives
- Activities

#### DAY 8

##### Training and Development

- Developing Employees
- Training process
- Assessing training requirements
- Competency analysis
- Enhance training effectiveness
- Type of training program
- Evaluation of training effectiveness

##### Employee Performance Management

- Career Planning and Development
- Career Stage

- Career Anchors
- Career Management and the First Assignment
- Retaining employees

## DAY 9

### Relations in workplace

- About relations in the workplace
- Conflicts
- Key performance indicators
- Improvement of relations

### HR Scorecard

- HR Strategy Map
- HR Scorecard
- Template for HR Manager

## DAY 10

### Exam & Certification

- Exam on Human Resource Management
- "Human Resource Management" Certificate

## Registration form on the Training Course: Human Resources Management Basics

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

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Company Information

Company Name: .....  
Address: .....  
City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
- ☐ Please invoice me
- ☐ Please invoice my company

### Easy Ways To Register

Telephone:  
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provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
booking form with cheque  
to: Global Horizon  
3 Oudai street, Aldouki,  
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