



*Conference:  
HR Skills for HR Assistants*

*19 - 23 October 2025  
Amman (Jordan)  
Chemisty*

## Conference: HR Skills for HR Assistants

Conference code: CO8235 From: 19 - 23 October 2025 Venue: Amman (Jordan) - Chemisty Conference Fees: 3875 € Euro

### Introduction

Human Resources is a vital, strategic function in modern organizations. This conference offers a comprehensive introduction to key HR practices, ideal for new HR Assistants or as a refresher for experienced professionals. Topics include Nationalization, Change Management, Employee Relations, and Performance Management. Gain essential skills to enhance your HR function and drive organizational success.

### Objectives

- Explain the role and purpose of the HR/Personnel function
- Develop HR policies which meet the strategic aims of your organization
- Apply HR practices which 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

### 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 practice in HR
- Draw distinctions between the role of HR and the role of the line manager

## 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 Conference: HR Skills for HR Assistants

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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: .....  
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### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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