



*Training Course:
Effective skills for HR Professionals*

*18 - 22 January 2027
Milan (Italy)*

Training Course: Effective skills for HR Professionals

Training Course code: MA234808 From: 18 - 22 January 2027 Venue: Milan (Italy) - Training Course Fees: 5775 € Euro

Introduction

In today's dynamic organizational environment, Human Resources HR professionals are expected to go beyond technical expertise and play strategic roles as communicators, advisors, facilitators, and problem solvers. The [Effective Skills for HR Professionals](#) program is designed to enhance the behavioral, analytical, and business competencies required for HR professionals to perform effectively and contribute to organizational success.

This program builds on foundational interpersonal skills and focuses on developing critical capabilities such as emotional intelligence, communication, influencing, problem-solving, and financial awareness. It equips HR professionals with the tools needed to manage relationships, deliver impactful presentations, support decision-making, and align HR practices with business objectives.

Course Objectives

By the end of this program, participants will be able to:

- Understand and apply Emotional Intelligence EI in HR contexts
- Deliver structured and confident presentations and public speeches
- Differentiate between influencing and persuading and apply both effectively
- Apply creative problem-solving and decision-making techniques
- Enhance interpersonal communication and stakeholder engagement skills
- Understand basic financial and accounting principles relevant to HR
- Apply budgeting techniques in HR-related scenarios
- Strengthen planning, organizing, and goal achievement capabilities

Target Audience

This program is designed for:

- HR Administrators, Officers, and Specialists
- HR Managers and Business Partners
- Professionals starting a career in Human Resources
- Experienced HR professionals seeking to enhance behavioral competencies

Outline

Day 1 - Emotional Intelligence for HR Professionals

- Definition and components of Emotional Intelligence EI
- Self-awareness and self-management
- The importance of EI in HR roles
- Developing emotional intelligence competencies
- Applying EI in daily HR interactions and workplace situations

Day 2 - Public Speaking and Professional Presentations

- Purpose and types of presentations
- Structuring effective presentations
- The "Three S's" rule and presentation frameworks
- Building strong openings and impactful conclusions
- Organizing key points and transitions
- Managing public speaking anxiety
- Presentation delivery techniques: voice, body language, and presence
- Professional communication style and engagement

Day 3 - Influencing and Persuasion in HR

- Definitions and differences between influencing and persuasion
- Principles of influence and stakeholder engagement
- Application of influence in HR scenarios
- Techniques for effective persuasion
- Applying influence strategies across different business situations

Day 4 - Creative Problem-Solving and Decision Making

- Problem-solving frameworks and methodologies
- The problem-solving cycle: analysis and response
- Creative thinking techniques and overcoming barriers
- Linking problem-solving to decision-making
- Structured decision-making processes and tools
- Enhancing judgment and analytical thinking

Day 5 - Financial Awareness and Budgeting for HR

- Introduction to accounting and finance concepts
- Differences between accounting and finance
- Understanding financial statements:
 - Income statement
 - Balance sheet
 - Cash flow statement
- Performance measurement and financial analysis
- Trend analysis and common-size statements
- Budgeting concepts and importance in HR
- Budgeting methods:
 - Incremental budgeting
 - Zero-based budgeting
 - Participative budgeting
- Budgets as a control and planning tool

Registration form on the Training Course: Effective skills for HR Professionals

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

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Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng):
Position:
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Personal E-Mail:
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Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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