



*Training Course:
HR Skills for HR Assistants*

*29 March - 2 April 2027
Kigali (Rwanda)*

Training Course: HR Skills for HR Assistants

Training Course code: HR3029 From: 29 March - 2 April 2027 Venue: Kigali (Rwanda) - Training Course Fees: 6350 € Euro

Introduction

Human Resources has evolved from a purely administrative function into a **strategic enabler of organizational performance and competitive advantage**. As a result, the role of HR Assistants is no longer limited to transactional support—it now requires a solid understanding of HR frameworks, policies, employee relations, and operational processes.

This program is designed to provide HR Assistants—whether newly appointed or with early experience—with a **comprehensive, structured foundation in modern HR practices**. It covers the full HR lifecycle, from recruitment and onboarding to performance management, employee relations, and policy development, with a particular focus on aligning practices with organizational strategy and regional Middle East considerations.

Participants will leave the program with practical tools, improved confidence, and the ability to contribute effectively to HR operations and strategic initiatives.

Program Objectives

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

- Explain the **role and structure of the HR function** within organizations
- Understand and contribute to **HR policies aligned with organizational strategy**
- Apply key HR practices including **recruitment, induction, performance management, and employee relations**
- Identify and address **critical HR challenges within their organization**
- Support the development of a **high-performance organizational culture**
- Build effective working relationships between **HR and line management**
- Adapt HR practices to suit **regional and organizational contexts**

Target Audience

- HR Assistants and HR Coordinators
- Junior HR Officers
- Administrative staff transitioning into HR roles
- Early-career HR professionals 0-3 years experience
- Individuals seeking a solid foundation in HR practices

Program Outline

Day 1: HR in Context & Organizational Framework

- The role of HR within the organization
- HR in the Middle East context localization / nationalization trends
- Overview of HR functions and responsibilities
- Absence management and employee well-being
- Introduction to assessment centers
- Compensation basics: bonuses and incentives
- Business travel, expenses, and HR administrative policies
- Introduction to competency frameworks and change management

Day 2: Employee Relations & Workplace Environment

- Building an **Employer of Choice**
- Fundamentals of employee relations
- Coaching basics for HR Assistants
- Workplace communication strategies
- Codes of conduct and workplace ethics
- Disciplinary procedures and grievance handling
- Harassment and workplace behavior policies
- Consultation and employee engagement practices

Day 3: Recruitment, Retention & Workforce Planning

- Recruitment processes and HR's role
- Supporting onboarding and induction
- Retention strategies and turnover reduction
- Salary structures and compensation basics
- Succession planning fundamentals
- Training strategies and workforce development
- Work-life balance policies
- Union relations and workforce regulations

Day 4: Performance Management & HR Development

- Introduction to job evaluation methods
- Performance management systems and cycles
- Merit reviews and performance-based rewards
- Leadership competencies and development pathways
- Mentoring and employee development programs
- Nationalization policies and workforce planning
- Overtime management and HR compliance

Day 5: HR Systems, Policies & Digital Transformation

- e-Learning and digital HR systems
- HR intranet and internal communication platforms
- Employee Assistance Programs EAPs
- Employee attitude and engagement surveys
- Equal opportunities and diversity policies
- Exit interviews and employee lifecycle management
- Giving and receiving feedback effectively

- Internet and email usage policies in organizations

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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