

Bespoke HR Skills for Non-HR Managers Training

Duration: 1 Day

Course Outline

Module 1: Introduction

- Definition of Human Resources
- Personnel Management and HR
- Challenges to HR Professionals

Module 2: Employment Law

- Employment Law Overview
- Employment Contracts
- Fundamental Employment Rights and Employer Responsibilities
- Employee Handbook
- Employee Rights
- Data Protection
- Data Protection Act
- Health and Safety Regulations
- Redundancy
- What is Discrimination and What are the Different Types of it?

Module 3: Management Roles within HR

- Links Between Manager Role and Employment Law
- HR Generalist Activities
- Roles and Responsibilities
- Inductions
- Cost Efficiencies
- Recruitment
- Talent Management

- Remuneration
- Documentation
- Gap Analysis
- Training Requirements
- When to Involve HR Managers in Relations with Team Members

Module 4: Managing Absence

- Absence and Sickness
- Identifying Reasonable Levels of Sickness
- Authorised and Unauthorised Absences
- Firm but Fair Approach to Absence
- Return to Work Interviews
- Employer Rights in Line with the Law

Module 5: Dealing with Difficult Employees

- Communication with Employees
- Effective Employee Communication
- What is a Grievance and What Causes One?
- Types of Grievance
- Performance Management
- Planning Performance
- Coaching Performance
- Reviewing Performance
- Performance Management
- Dealing with Poor Performance
- Dismissal
- Redundancy
- Preventing Poor Performance
- Efficient Discipline Structure
- Putting Planning Strategies into Place to Deal with Difficult Situations

Module 6: Handling Grievances, Leave Requests, and Performance Issues

- Managing Grievances for New and Existing Employees
- Handling Leave Requests, Approvals, and Documentation
- Managing Performance Issues with New Hires
- Understanding the Impact of the ERA Act on Unfair Dismissal Claims (6-month rule)
- Providing Prompt Resolution and Support for Grievances or Performance Issues
- Managers Training to Address and Resolve Issues Early