



HUMAN RESOURCES MANAGEMENT SKILLS

OVERVIEW

This course will give a broad overview of Human Resources in retail and will take a very practical approach as those participating are unlikely to be HR professionals and will need practical information to assist them on a daily basis. The format of the day will be training based, however, it will also include a large portion of professional discussion around the HR issues that each participant faces on a regular basis. Participants should be in at least a supervisory position, ideally a management role.

Duration: 1 Day

OBJECTIVES

- To develop and enhance participants' knowledge in many areas of HR
- To provide participants with practical tools to assist the with daily HR issues
- To ensure participants are confident when dealing with staff on HR matters
- To enable participants to develop a positive HR culture within their Business

SUMMARY CONTENT

- HR in the retail environment
- Strategic HR
- HR Policies
- Managing and Developing People
- Relating personally and professionally to colleagues
- Understanding personality types
- Handling Discipline and Grievance
- Designing and implementing an effective Recruitment and Selection process
- Preparing for and conducting an Appraisal Interview
- Performance Management
- Motivation
- Communication and Staff Involvement³⁵.