

# Essential Skills for HR Officers

## DESCRIPTION:

As human resources professionals, you do a lot more than just technical human resources work. Support must be provided to employees and line managers in a constant manner. This is why human resources professionals find themselves having to capitalize on their human relations abilities or soft skills to deliver their work effectively. Targeting competencies like working with people, presenting and communicating, applying expertise and technology, planning and organizing as well as achieving goals and objectives, this program is also beneficial for HR officers who wish to update their knowledge and skills about the latest techniques in the various human resources functions.

## OBJECTIVES:

Upon completion of this program you will be able to:

- Define communication and explain its importance to the work of human resources professionals
- Enforce basic skills of conflict resolution including reasoning and influencing
- Organize and plan HR activities according to the Strategic plan/action plan of the organization
- Face the challenges for organization and employee's personal concerns



## TRAINING CODE:

ESSHR 15

## DURATION:

12 Hours

## MODE OF DELIVERY

- Presentations
- Group discussions
- Role-playing
- Self-assessing exercises

## DESIGNED FOR:

This course is suitable for

Level 02, 03 & 04

**OUTLINE:**

- Organizing, Planning
- Strategic orientation
- Multi-tasking/ Dual Focus ( task and people orientation)
- Ethics and morality
- Communication and negotiation
- Conflict management and problem solving
- Change management
- HRM Challenges

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