

Fundamentals Of Human Resources

Course Outline

- ✦ Human Resource Planning
- ✦ Training and Motivation for Enhanced Performance
- ✦ Improving Organizational Productivity
- ✦ Selection, Recruitment and Retention of Staff
- ✦ Wages and Salary Administration

Course Overview

Participants gain skills to develop a Human Resource plan based on organizational needs. They will understand key concepts of staffing, training and compensation practices.

How Will You Gain

Participants will learn to:

1. Recruit, select, interview and hire more competent and qualified employees
2. Perform job analysis and prepare job descriptions that lay the groundwork for hiring and evaluating employees' performance.
3. Develop a cost effective, competitive compensation and benefits program that will substantially reduce employee turnover.
4. Train and motivate every worker, at every level, to get the results where they count on the bottom line.

A Manager's Guide To Human Behaviour

Course Outline

- ✦ The structure and dynamics of work groups
- ✦ Management applications of psychological theories
- ✦ Management applications of motivation theories (self-esteem and relations with others)
- ✦ Leadership and Management
- ✦ Improving relationships through performance review
- ✦ Organizational effectiveness and Organizational development

Course Overview

A Manager's Guide to Human Behavior seeks to enable participants to inspire employees to higher performance, maximize their positive impact on employees, develop more productive working relationships, establish rapport and mutual trust, give and receive performance feedback and really understand people's needs.

How Will You Gain

Participants will learn to:

1. Create an environment that will motivate employees and co-workers to excel.
2. Communicate both positive and negative messages in sensitive, non-threatening ways.
3. Conduct performance reviews that help to identify problem areas, resolve conflicts and promote improvement.
4. Make the most of one-to-one interactions with everyone in their Department.

Successful Interviewing Techniques For Hiring, Coaching, And Performance Management Meetings

Course Outline

- ✦ Interviewing Basics
- ✦ Legal Concerns
- ✦ Questioning Techniques
- ✦ How to get the most out of every Interview
- ✦ Applicant-related Interviews
- ✦ Employee-related Interviews
- ✦ Assessment and Change-In-Status Interviews
- ✦ Dealing with Different Interviewee Types

Course Overview

This course can turn non-interviewers into good interviewers and good interviewers into great interviewers. Whether you are a General Manager or a Human Resource Specialist, the fact is that you do some interviewing. This course will make you a better interviewer. You will learn to apply these techniques to twelve types of business interviews, from hiring and coaching to assessment and termination. Managers will also appreciate the wealth of real life dialogues that highlight this broad based and highly useful course.

How Will You Gain

Participants will learn to:

1. Prepare effective interviews
2. Build rapport with interviewees
3. Document interviews
4. Construct competency-based questions
5. Improve listening skills
6. Interpret body language
7. Interview job applicants, review references and ascertain qualifications
8. Coach, counsel, discipline and evaluate performance more effectively
9. Hire the "best" employees

Communication Skills For Managers

Course Outline

- ✦ Communication: An Introduction
- ✦ Effective Public Speaking and Presentation Skills
- ✦ Developing Listening Skills
- ✦ The Art of Communication
- ✦ Writing to achieve Communication Goals Business Letters, Memos and Reports
- ✦ Developing Interpersonal Communication Skills
- ✦ Improving the Communication System
- ✦ Negotiation

Course Overview

This course will provide students with the relevant reading, writing, listening and speaking skills and techniques to improve their communication.

How Will You Gain:

Participants will:

1. Become aware of the importance of good communication and interpersonal skills.
2. Be able to identify and describe the main attributes of effective communication.
3. Develop and use their listening skills to solve problems, diffuse conflicts, teach staff, and be a more productive team leader.
4. Learn to express themselves in a clear convincing manner in reports, e-mail, letters, memos and proposals.
5. Master the techniques of successful presentation from planning to delivery.
6. Understand their audience before communicating their ideas in any format.
7. Learn to convey their thoughts in a clear, eloquent and convincing manner when speaking both formally and informally to staff.
8. Learn how to use negotiation skills to solve problems and build positive relationships in the work place.

Leadership Skills For Executives

Course Outline

- ✦ Leadership: A Theoretical Review
- ✦ The New Role of Leadership
- ✦ Leadership and Business Ethics
- ✦ Power and Leadership
- ✦ Empowerment and Motivating Individuals and Teams
- ✦ Communication Skills for Leaders
- ✦ Coaching: A Core Leadership Skill
- ✦ Vision: The Starting Point of Leadership
- ✦ Providing a Vision for Your Team

Course Overview

Managing in today's dynamic, diverse workplace demands a new type of leadership. The new leaders must be visionaries, change agents, coaches, and empowerers. Leadership Skills for Managers outlines the skills necessary to fulfill this challenging, changing, and rewarding leadership role.

How You Will Gain

As a participants you will gain the skills to:

1. Lead a diverse workforce with a leadership style that works for you and your company.
2. Manage change in a positive, proactive way by clearly communicating your expectations, objectives and goals for your group and its individuals.
3. Empower and motivate employees to peak performance by responding to employees' human needs with sensitivity and flexibility.
4. Project a flexible, sensitive leadership style that acknowledges people as individuals.
5. Coach and mold a diverse workforce into a cohesive, highly productive team.

Occupational Health, Safety And Security

Course Outline

- ✦ Health and Safety Management Legislation Regulations
- ✦ Record Keeping
- ✦ Assessment and Action
- ✦ Accident Management
- ✦ Accident Causation
- ✦ Policies and Procedures for investigating and reporting
- ✦ How to conduct an accident investigation successfully
- ✦ Hazard Management
- ✦ Hazard Identification Methods
- ✦ Conducting workplace inspections
- ✦ Hazard Control options
- ✦ Emergency Procedures Illness, fires and security breaches
- ✦ Recognizing Security procedures
- ✦ Methods of identifying and avoiding security risks

Course Overview

This course will provide students with a basic understanding of the concepts and best practices relating to health, safety and security in the workplace.

How You Will Benefit

Participants will:

1. Understand and appreciate their role in the maintenance of Health, Safety and Security within the workplace.
2. Understand how to identify potential hazards and to initiate action to prevent accidents, illness etc.
3. Learn how to carry out an accident investigation.
4. Learn how to carry out work place Inspections.

Practicum - Compulsory

This is a capstone course in the Diploma programme. You will have tangible opportunity to showcase the skills you have learned in the programme. Each student is required to prepare a supervised project that brings together all of your learning. As you work on your project, a faculty member will provide one-on-one mentoring and support. You can choose to focus on an industry, firm or client. The Practicum gives you an opportunity to provide real value back to the organisation in terms of managing strategic projects with analysis and recommendations.

Programme Structure

These courses bring up to date practical real world solutions for today's business challenges.

The courses are tutor led and filled with practical exercises and case studies, relating the underlying theory to your every day work environment. Our approach to the material enables students to immediately apply the course work to their job.

Duration:

- 3 terms each 12 weeks in duration.
- 2 modules per term (4hrs per week)
- 144 contact hours for each certificate

Participants will receive 2 Continuing Educational Units (CEU's) for each module 1-5 that is satisfactorily completed.

Graduands will receive a certificate in management from AMA/TBS

For registration or further information, please contact: Ms. Valerie Inniss - Tel:226-8906 or register online @ www.businessschool.com

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