1. Course Details:

Course Code : HRTM-003
Course Title : Total Quality for Human Resources Management
Course Duration : 5 Days

2. Course Overview:

- HR professionals in today's organizations are more than technical or subject matter experts. They are counselors, communicators, presenters, and problem solvers. This course is a logical continuation of the development made in our 'Interpersonal Skills for HR Professionals' course. Although the course complements the competencies developed in the first course.

3. Learning Outcomes:

- Explain the importance of Emotional Intelligence (EI) to HR professionals and apply simple techniques to develop their emotional quotients
- Deliver balanced and well-structured public speeches with ease and confidence after learning how to deal with public speaking anxiety and subduing its effects
- Describe the differences between influencing and persuading and use best techniques in applying them in HR work related situations
- Apply effective creative problem-solving techniques that will help them make the right decisions at work
- Use various budgeting techniques and apply them immediately in HR related scenarios

4. Course Contents:

- Human Resources Management (HRM)
- Emotional intelligence: the base for honing HR professional competencies
- Public speeches and presentations
- Persuasion and influencing
- Creative problem solving and decision making
- Understanding accounting & finance
- Recruitment and selection
- Training and development
- Compensation and benefits
- Careers in HR

5. Our Methodology:

- Make coaching and monitoring innovative and using modern
- Media training also using on the go training by using interactive means and focusing on
- The exercises, practical applications and real situations study.
- Live delivery method, instructor-led training.
- Experienced consultant, trainers, and professional.
- Qualified trainer with high-level experience

6. Attendance Reports:

- Send daily attendance reports to trainingdep
- Send full attendance report to training dep. by the end of thecourse
- Attend 100 % from the course days also providedaily
- Issue attendance certificate for participant who attend minimum 80% from the course duration

7. Pre/Post Reports:

- Pre- assessment before starting training.
- Post assessment after finish training
- Full report for the deferent between Pre-& Post assessment

8. Who Should Attend?

- Human resources professionals
- Who are about to start a career in HR as administrators, officers or specialists?
- Experienced officers and managers in HR who wish to update their knowledge and skills about the latest techniques