

# Human Resources (E-Learning Course)



R 1, 250 Ex VAT



Course time: 270 mins



License valid for 14 days

## About the Course

Human Resource Departments deal with issues such as industrial relations, performance management, counselling and mentoring, and would like to develop their skills in these areas.

This course will address some of the key human resource management challenges facing organisations today so that both employers and employees get the very best from each other.

## Who Should Attend

HR Directors, Managers, Supervisors, Team Leaders etc.

## Modules That Form Part of the Course

MODULE NAME	ABOUT THE MODULE	MODULE DURATION
Introducing Human Resource Management	There is a stereotype of human resource workers as being false empathetic bureaucrats. It's not a very flattering image. However, a human resource representative's job is to care about ensuring an organisation has a full staff capable of performing daily operations without undue strain.	10 Minutes
What Makes a Great Place to Work	Happy employees are motivated employees. The better people feel about their jobs, the harder they work. Most people report that they are happiest with their work when they are challenged, respected, treated fairly, and appreciated. People want to feel pride in their work, feel that they make a difference, and feel that they have the opportunity to grow their careers.	15 Minutes
What is Diversity and Inclusion	Have you ever wondered how your unique experiences - and the perspectives they lend - make you an asset to your work environment? Maybe you have never considered that each person's uniqueness could be their most important resource when working in a team.	10 Minutes
What is New Employee Onboarding	The first day of a new job can be quite overwhelming. Although employees are eager to start their work, they don't know their co-workers, they don't know their boss's expectations, and they don't know what it will be like to work at this new, unfamiliar place. An organisation that plans a fulsome onboarding process will help new employees' integration be painless and fruitful.	10 Minutes
Onboarding - Why You Should Care	Why is onboarding important? One of the first impressions a new employee has about an employer is shaped during the onboarding process. Onboarding is an opportunity to introduce important information to new employees and to set them up with the tools they need for success.	10 Minutes
Onboarding - Best Practices	Starting a new job can be a daunting prospect. When you have a new job, you have so much to learn, and you're probably uncertain about exactly what you will have to do. You may feel a bit out of place with your new co-workers and you may feel uncomfortable with the new	10 Minutes
Onboarding - Orientations	Starting a new job can be a daunting prospect. When you have a new job, you have so much to learn, and you are probably uncertain about exactly what you will have to do. You may feel a bit out of place with your new co-workers and you may feel uncomfortable with the new organizational culture. Onboarding is the process through which new employees are introduced to all major aspects of their work and are integrated into the culture. Done correctly, onboarding makes this transition smooth and easy. At the conclusion of this course you should have: The definition of onboarding, the four "Cs" of onboarding and five steps for effective orientation programs.	10 Minutes

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## Modules That Form Part of the Course (Continued)

MODULE NAME	ABOUT THE MODULE	MODULE DURATION
Onboarding - The Power of Day One	Starting a new job can be a very difficult experience. It is important that any business or organization helps their new employees feel positive and welcome from their very first day. This is the time where new employees form very strong impressions about your organisation; you must work to ensure that these impressions attract them to their new jobs and make them feel at ease. At the conclusion of this course you should have: The definition of onboarding, the strength of negative experiences over positive experiences and the best practices for handling a new employee's first day.	10 Minutes
Onboarding - Transmitting Culture	When we talk about organisational culture, we're talking about the set of key values, beliefs, and attitudes that are shared among an organisation's members. The organisational culture will affect most aspects of procedures and operations, sometimes through conscious effort and sometimes through unconscious absorption. It is important that you understand your organisational culture and how it can affect your employees.	15 Minutes
Onboarding Tools	Most organisations have some type of onboarding program for new employees, but not all are effective. The onboarding process is so important because it sets the tone for an employee's tenure with an organisation. Therefore, a well-thought out, well-planned onboarding process lays a solid, positive foundation for a new employee, whereas a poorly planned or poorly executed one can leave the employee feeling unsure or unconfident about their place in the organisation.	15 Minutes
Introduction to Managing Employee Performance	New employees require a lot of investment of both time and money. The costs to select, hire, and train new employees can be staggering. It can be very disappointing when these employees don't work out. It can be even more disappointing when veteran workers suddenly start showing behaviour or performance issues. However, these things do happen. There are many ways in which an employee can damage their own performance or the operation of the whole organisation.	10 Minutes
Designing a Performance Appraisal System	Some researchers suggest that the performance appraisal system is perhaps one of the most important parts of the organisation, while others suggest that performance appraisal systems are ultimately flawed, making them worthless. For the purpose of this discussion, let's assume you can create a performance appraisal system that provides value to the organisation and the employee. When designing this process, realise that any process has its limitations, but if we you plan it correctly, we you can minimise some of the flaws.	5 Minutes
Completing and Conducting Employee Performance Appraisals	Managers must give their employees feedback through a systematic performance evaluation system. This is a very important part of management; feedback helps employees understand their strengths and weaknesses, gives them important information about how to improve their work, and increases overall performance.	10 Minutes

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## Modules That Form Part of the Course (Continued)

MODULE NAME	ABOUT THE MODULE	MODULE DURATION
Managing Employee Performance - A Look at Influences and Discipline	Sometimes, employees just aren't performing the way you want them to. This may simply be because they don't have the skills, or knowledge required to succeed, but there are other influences that can cause a person to perform less than adequately. Sometimes, addressing these influences directly will solve the problem; other times, you will have to take disciplinary action. Recognising these influences and knowing the right way to discipline employees will help you to get your employees to the level you want.	10 Minutes
Leveraging Diversity and Strengths in the Workplace	You understand the importance of the diversity of others and what everyone brings to the workplace; now, let's learn how to leverage each other's strengths in order to build a better work environment.	10 Minutes
Career Development Programs	Career development, sometimes called professional development, should be part of any company's training program. A career development program is a process to help your employees manage their career, learn new skills, obtain additional education, and take steps to improve themselves personally and professionally. It is a training program of sorts, but crafted specifically for individuals rather than groups.	10 Minutes
A New Way to Train Employees	Employee training and development is the process of helping develop employee's personal and organisational skills, knowledge, and abilities. Today, employee training has evolved to be more interactive and engaging for the trainee; advances in workplace technology make orientations and company-wide training less expensive and more efficient for everyone involved.	10 Minutes
Employee Retention Strategies - Pay for Performance and Work-Life Balance	What makes good employees stay at their jobs? Employee retention refers to an organisation's goal that competent, hardworking employees remain in their roles with the organisation. There are two main strategies for employee retention: pay-for-performance, when employees are rewarded for their achievements, and work-life-balance, which ensures employees can meet both home and work responsibilities.	10 Minutes
Costs and Causes of Employee Turnover	Why do good employees leave and what does it cost a company when it occurs? Losing an employee is called turnover, and the rate of turnover at a company can be a clue to how well employees are treated, and overall employee satisfaction. The ultimate goal of most companies is to have a low turnover rate; in order to achieve that, you must understand the reasons for employee turnover, and have a retention plan in place.	10 Minutes
Dealing with Performance Issues	Dealing with employees who are under performing in their jobs is perhaps the most difficult job you'll undertake, but it is a necessary one. What protocol exists for disciplining employees with performance issues?	10 Minutes

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## Modules That Form Part of the Course (Continued)

MODULE NAME	ABOUT THE MODULE	MODULE DURATION
Hiring Employees	Hiring new employees is a very complicated process. Before it begins, you should have each step planned out and leave little room for error or impromptu actions. So that you can plan these steps better, it is important that you understand what each one entails.	15 Minutes
Hiring for a Diverse Workforce	Over the past decades, our culture has become increasingly aware about the need for and benefits of sensitivity to minority groups and cultures. There are legal mandates for diversity and unbiased practices, but there are also social pressures to ensure diverse workforces. You should understand the reasons behind these pressures and the gains you can make from promoting diversity and multiculturalism among your employees.	15 Minutes
Retaining Your Best People	Part of the job of a human resources manager is to develop strategies to keep employees from leaving the company. The more you retain your employees, the more efficient and successful your organisation becomes. To do this, you must gather data about the satisfaction of your current employees and use that information to develop specific retention plans.	15 Minutes
Managing Employee Stress	Everyone knows how it feels to be stressed. In the workplace, stress can either motivate an employee to rise to a challenge, or stifle an employee, causing a loss of productivity and, ultimately, revenue. Managers must understand how stress impacts employee performance and find ways to address and manage employee stress in a way that is effective for the individual and the company.	15 Minutes

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