Success
International
for Training and Consulting

Specialized in Soft Skills & Technical Courses, Training & Development, & Consultancy Services

Certified Human Resource For NGOs

Management Professional

"To win in the marketplace you must first win in the workplace"
Doug Conant, CEO of Campbell's Soup

"In order to build a rewarding employee experience, you need to understand what matters most to your people".

– Julie Bevacqua

Why this Training?

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People manage organizations. How effectively organizations operate and achieve their goals depends largely on how professionally and productively their people are managed. This is the function of human resource management. Managing people and their performance involves designing and executing a series of human resource systems and practices that develop the capacity and productivity of organizational members while keeping them satisfied. Human Resources Professionals and Managers in local NGOs in Jordan have a need to develop the capability to manage organizational human resources more professionally and productively.

This Training helps local NGO HR professionals and managers develop and operate effective human resource functions and processes to manage the workforce for better performance. It focuses on the four major aspects of human resource management: developing a conceptual and methodological understanding of managing people, staffing the organization, managing employee performance, and developing and empowering people in the organization.

Who this Training is for?

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This Training is for training local NGO staff who are responsible for managing the workforce for effective organizational performance. This group includes NGO HR professionals and managers, executive directors, personnel and administrative officers, functional managers, and senior staff (supervisors).

Program Description

Program
Description

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The Training course provides a very effective practical overview of the latest HR thinking and case developments in NGOs in order to provide both a conceptual and practical basis for the participants learning. It also encourages participants to draw on their own experiences, and from their knowledge to develop a clear understanding and practical working knowledge of what HRM in the modern NGOs involves. The course is highly interactive, with the enjoyment of class discussion by participants being a major feature of the program.

Outline

Core Modules

Together, the following topic areas constitute a highly contemporary and relevant overview of the most significant elements of modern HRM. Although the course is based on HRM theoretical and case literature, it is essentially a very practical program, which relies greatly on trainees 'participation for its success.

The program is based on eleven modules, covering the following:

Module tnemeganaM ecruoseR namuH fo latnemadnuF :1

The main purpose of this module is to provide the trainees with an introductory overview of what human resource management is and why it is important to the organizations.

Outline

Module 2: Job Analysis and Job Evaluation

The main purpose of this module is to show how to analysis a job and write job descriptions. In this module, students will see that analyzing jobs involves determining in detail what thee job entails and what kind of people the frim should hire for the job.

Also, this module explain several techniques for analyzing jobs, and how to use the internet and more traditional methods to draft job descriptions and job specifications. Furthermore, features of competency-based job descriptions will be discussed as well.

In addition, the trainees will understand the meaning of job evaluation and who it is conducted to develop a competitive salary scale.

Outline

Module 3: Talents Recruitment & Selection

This module begins by explaining the main sources of recruiting and their advantages and disadvantages.

Also, this module explains how to use various tools and techniques to select the best candidates for the job. The main topic this module covers include the selection process, basic testing techniques, background and reference checks, ethical questions in testing , type of testing, and work sample and simulations.

Also this module discusses the consequences of bad selection and hires, creating and developing interview questions, types of selection interviews, common mistakes in interviews, what things to focus on when interviewing candidates for vacancies, and tips on how to make interviews more effective.

Moreover, this module will equip the participants with the necessary knowledge and tools to conduct effective psychometric test to recruit and select the right people for the right jobs.

Outline

Module nruteR ,tnempoleveD & gniniarT dna ,noitatneirO :4 tnemtsevnI no

Bring up the importance of new employee induction, reason and objectives of training, difference between training, learning and development, training needs analysis, measuring the effectiveness of training programs.

Module tnemtsevnI no nruteR :5

Participants in this module will develop the skills needed to create and deliver effective return on investment (IOR) evaluations for learning and performance, organization development, human resources, technology, change, and quality solutions. The program emphasizes the Phillips ROI Methodology.

Participants learn to apply ROI techniques to learning and performance solutions, which includes isolating the impact of their program on improvement in business measures, converting that improvement to money, and calculating the ROI.

Outline

Module 6: Career Pathing and Succession Planning

By the end of the module, participants will be able to demonstrate understanding of the basics of career development and succession planning, distinguish succession planning and management from replacement planning, talent management and human capital management, compare traditional HR focus with career planning oriented HR focus, and explain the role of employee and employer in career development.

Module 7: Performance Management

This module will enable the students to understating the meaning of motivation and its theories and implications. Also this module will help students to figure out the purposes of performance management systems and whom they serve, explain the six steps in the appraisal process, discuss absolute standards in performance management systems, describe relative standards in performance management systems, discuss how management by objective (OBM) can be used as an appraisal method, explain why performance appraisals might be distorted, identify ways to make performance management systems more effective, describe the term eerged -360 appraisal, and explain the appraisal meeting.criteria for successful performance

Outline

Module 8: Compensation & benefits

This module discuss the dimension of employee compensation, types of compensation) mandatory and voluntarily compensation) features of effective compensation strategy, rewards and incentives schemes, and the factors that influence the design and range of salary scale and structure.

Module 9: Managing Employee Engagement and Retention

This module begins by explaining the meaning of employee retention and how it can be achieved. Several related topics will be discussed such as Employee Attitudes and Engagement, Employee Well-being and Happiness, Managing Stress at Work, Assertiveness at the Workplace.

The, this module will briefly touch upon the negative consequences resulting from high turnover, causes of turnover, considerations that need be taken when dismissing/firing employees, and governing procedures in respect grounds for fair and unfair employee dismissal. The second part is devoted to the subject matter of exit interview, its value, purpose and the benefits of the information gathered from the departing employees and how the HR department can make use of this information.

Outline

Module 10: People Analytics

This module will provide the potential uses and effective application methods of business metrics, alongside best practices in Human Capital Analytics so you can better gauge how to use data and metrics effectively to deliver tangible information and results to your business.

This training course covers several areas in Human Resources Management including:

•**Diversity Analytics**
•**Employee Attitude Surveys Engagement and Workforce Perceptions**
•**Predicting Employees Turnover**
•**Predicting Employee Performance**
•**Recruitment and Selection**
•**Monitoring the Impact of the Interventions**
•**Employee Engagement and Satisfaction**

Module 11: Human Resources Polices & Procedures, Employee Handbook, and Code of Ethics

Outline

Follow Up Meeting

Upon completion of the training course, a follow up meeting will be scheduled to build on what have been learned by attendees and to discuss what tools and techniques have been used and what kind of difficulties were faced.

Training language:

Training material: English
Discussion and explanation: Arabic & English

Outline

Structure

To enable trainees to take full advantage of their study experience and to better prepare them for future managerial employment and further study in the HRM field, course delivery is structured to be:

Student and Assessment-focused, and' Real-world 'oriented, allowing students to relate their learning to their own experiences and to the wider business world around them.

The program is delivered in the form of lectures, group discussions, individual and group exercises gnidulcni) role playing exercises), videos, case study analysis, and topic-specific workshops/seminars. The nature of the module is essentially participative.

Accreditation:

This certificate will be issued and accredited by the German Jordanian University and the Jordanian Ministry of Higher Education

Outcomes

By the end of the Program, students will be able to:

- **Critically assess existing theory and practice in the field of HRM.**
- **Develop an ability to undertake qualitative and quantitative research.**
- **Apply knowledge about qualitative and quantitative research to an independently constructed piece of work.**

- **Respond positively to problems in unfamiliar contexts.**
- **Identify and apply new ideas, methods, and ways of thinking.**
- **Demonstrate competence in communicating and exchanging ideas in a group context.**
- **Be able to advance well-reasoned and factually supported arguments in both written work and oral presentations.**
- **Work effectively with colleagues with diverse skills, experience levels, and ways of thinking.**

- **Be able to evaluate HRM-related social, cultural, ethical, and environmental responsibilities and issues in a global context.**

Notes

- **Number of credit hours: 36 training hours.**

Our clients:

Our pool of clients includes Government entities/ministries, non-governmental organizations, and private-sector corporations.

Success International for Training and Consulting

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