MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

Human Resources Management

People Management Skills in a technical environment

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD2574	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course

View Online Course Page

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, it will be of significant value even if taken on its own.

Course 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
- List the main differences between finance and accounting
- Use various budgeting techniques and apply them immediately in HR related scenarios

Course Outline / Curriculum

- Emotional intelligence (EI): the base for honing HR professional competencies
  - Definition of emotional intelligence
  - Self awareness and self management
  - The importance of EI for HR professionals
  - Developing EI competencies
  - Daily applications in the HR environment
- Public speeches and presentations
  - Purpose and objectives, different types
  - Structure of presentations
    - The three 's' rule
    - The skeleton of an effective speech
    - Powerful openings
    - Previews and transitions
    - Substance or key points
    - Reviews and closing
  - Supporting your speech
  - Public speaking anxiety and how to deal with it
  - Style of presenting
    - Body positioning, hand movement, eye contact, dress and appearance
    - Mannerisms, verbal tics, verbal variety and pauses
- Persuasion and influencing
  - Definition of persuasion and influencing
  - Steven Covey's circle of influence and circle of concern
  - HR application of persuasion and influencing
  - The different techniques of influence and persuasion
  - Use of techniques for different business and HR situations
- Creative problem solving and decision making

- Scanning, analysis, responses and assessment
- The problem solving cycle
- Creative problem solving: methods and overcoming barriers
- Link between problem solving and decision making
- The 6 step process to decision making

- Understanding accounting & finance
  - Accounting versus finance
    - Accounting: recording and reporting
    - Finance: analysis and decision making
  - Understanding financial statements
    - Income statements, balance sheets and the cash flow statement
  - Performance measurement
    - Trend analysis
    - Common size financial statements
  - Techniques of operational budgeting
    - Importance of budgeting
    - Methods of budgeting
      - Incremental budgets
      - Zero based budgeting
      - Participative budgeting
    - Budgets as a control mechanism

Target Audience

People Management Skills in a technical environment

Key Course Benefits

Work-Ready Skills

Delegates leave with practical tools, templatesand methods they canapply immediately atwork.

Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability andservice delivery.

Sponsor-Friendly

This document isdesigned to helpsupervisors, HR units andsponsors approve delegate participation quickly.

ProfessionalRecognition

Delegates receivetraining documentationand a certificate ofcompletion aftersuccessful participation.

Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

Southern Africa

Practical training destinations with strong travel access and delegate support.

Pretoria, South Africa

Vic Falls, Zimbabwe

Livingstone, Zambia

East Africa

Popular regional centres for government, NGO and donor-funded project teams.

Kigali, Rwanda

Kampala, Uganda

Nairob

Zanzibar, Tanzania

West Africa & Islands

Strategic locations for regional networking and executive capacity building.

Accra, Ghana

Port Louis, Mauritius

International Executive Venue

Premium destination training for senior teams and international delegates.

Dubai, United Arab Emirates

Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

Online, E-Learning

Remote Teams

Flexib

Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

Onsite

Custom Dates

Group Training

Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

Register / Apply Online

View Full Course Page

About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training | NGO Capacity Building | Corporate Workshops | Online Learning | Face-to-Face Training | Certifica

Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

Organisation / Department	
Delegate Name(s)	
Approved Course	People Management Skills in a technical environment
Preferred Delivery Mode	☐ Online ☐ Face-to-Face ☐ Organisation-Based Training
Preferred Training Venue / Date	
Estimated Number of Delegates	
Budget / Vote Number	
Contact Person	
Email / Mobile	

Authorised Name _____ Signature / Stamp _____ Date _____