

Grievance Handling and HR Management Course Details

Department: Human Resources Management

Presented by Magna Skills Development Institute

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Course Summary

In modern organizations, Human Resources (HR) cannot limit itself to a mere implementation role. Its approach to managing the function needs to expand in order to truly become a strategic partner in the business. This course will help you learn about the tools and techniques used in drafting and developing HR strategies. It will also equip you with the knowledge and skills you need to translate such strategies into actions. Furthermore, the course will enable you to link the HR strategy to that of the organization and provide real value-adding HR solutions that you can present in a language organizational management understands.

Course Objectives

By the end of the course, participants will be able to:

- List the main cycles in human resources and the critical steps of each
- Define strategic HR management and draft an HR strategy
- Explain the vital Key Performance Indicators (KPIs) which should be constantly monitored in HR
- Assess employee morale and determine a formula for calculating it objectively
- Differentiate between types of turnover and determine how each should be calculated
- Describe the main types of planning and budgeting approaches and how and when to use each

Course Outline

- **The HR business and outside expectations**
 - Incorporating outside expectations into the HR business: focusing on the real business
 - The business of business
 - Business stakeholders and business strategies
 - Waves of HR evolution
 - Six paradoxes facing HR
 - Meeting the six paradoxes
- **The human resource competency model**
 - Observations about the competency approach
 - Evolution of the HR competency model
 - The 21st century HR competency model
 - HR competency domain factors
 - Strategic positioner

- Credible activist
- Capability builder
- Change champion
- HR innovator and integrator
- Technology proponent

- **A closer look at the six modern HR competencies**

- Strategic positioner
 - The meaning of strategic positioner
 - The building blocks of strategic positioner
 - The factors of strategic positioner
- Credible activist
 - The meaning of credible activist
 - The factors of credible activist
- Capability builder
 - The meaning of capability builder
 - The factors of capability builder
- Change champion
 - The meaning of change champion
 - The 'STARME' principles of change sustainability
- HR innovator and integrator
 - The meaning of HR innovator and integrator
 - The factors that make up the competency
- Technology proponent
 - The factors of technology proponent

- **Developing yourself**

- Own your own career
- Learn about yourself
- Assess your strengths and weaknesses
- Create opportunities for growth
- Conduct projects and experiments

- **Building the effective HR department**

- Create an HR business plan
- Align your HR organization with the business organization

- Provide good HR analytics
- **HR analytics**
 - Managing tomorrow today
 - The meaning and importance of HR analytics
 - Five steps of analytics



Company Overview

Who We Are: Magna Skills is a premier training and capacity-building organization specializing in professional development for government institutions, NGOs, and the private sector.

Our Mission: To provide world-class training solutions that equip professionals with the expertise needed to excel in their careers and contribute meaningfully to their organizations.

Our Vision: To be the leading provider of professional training and development across Africa, fostering excellence, innovation, and capacity-building in public and private sectors.

Core Values

- **Excellence** – Delivering high-quality training tailored to meet the evolving needs of professionals.
- **Integrity** – Upholding the highest ethical standards in all our engagements.
- **Innovation** – Embracing new technologies and methodologies to enhance learning experiences.
- **Customer-Centric Approach** – Ensuring client satisfaction by providing relevant, practical, and impactful training.
- **Collaboration** – Partnering with industry experts and institutions to provide the best learning opportunities.

Our Training Methodology

We use a blended learning approach that includes instructor-led training, case studies, workshops, and post-training support.

Why Choose Magna Skills?

- Experienced Trainers
- Customized Training Solutions
- Interactive Learning
- Global Recognition
- Proven Track Record

Request for Training Form

Complete the form and share with Magna Skills Support Team on email info@magnaskills.com or Send Whatsapp on: +27630079022

Approval & Authorization	
Applicant Details	Course Details
First Name:	Course Name:
Last Name:	Training Venue:
Mobile:	Month:
Email:	Training Method: Online[____] Face to Face [____]
Company Name:	Duration:
Country:	Number of Staff Members:

By signing this agreement, both parties confirm their commitment to the terms outlined in this proposal.