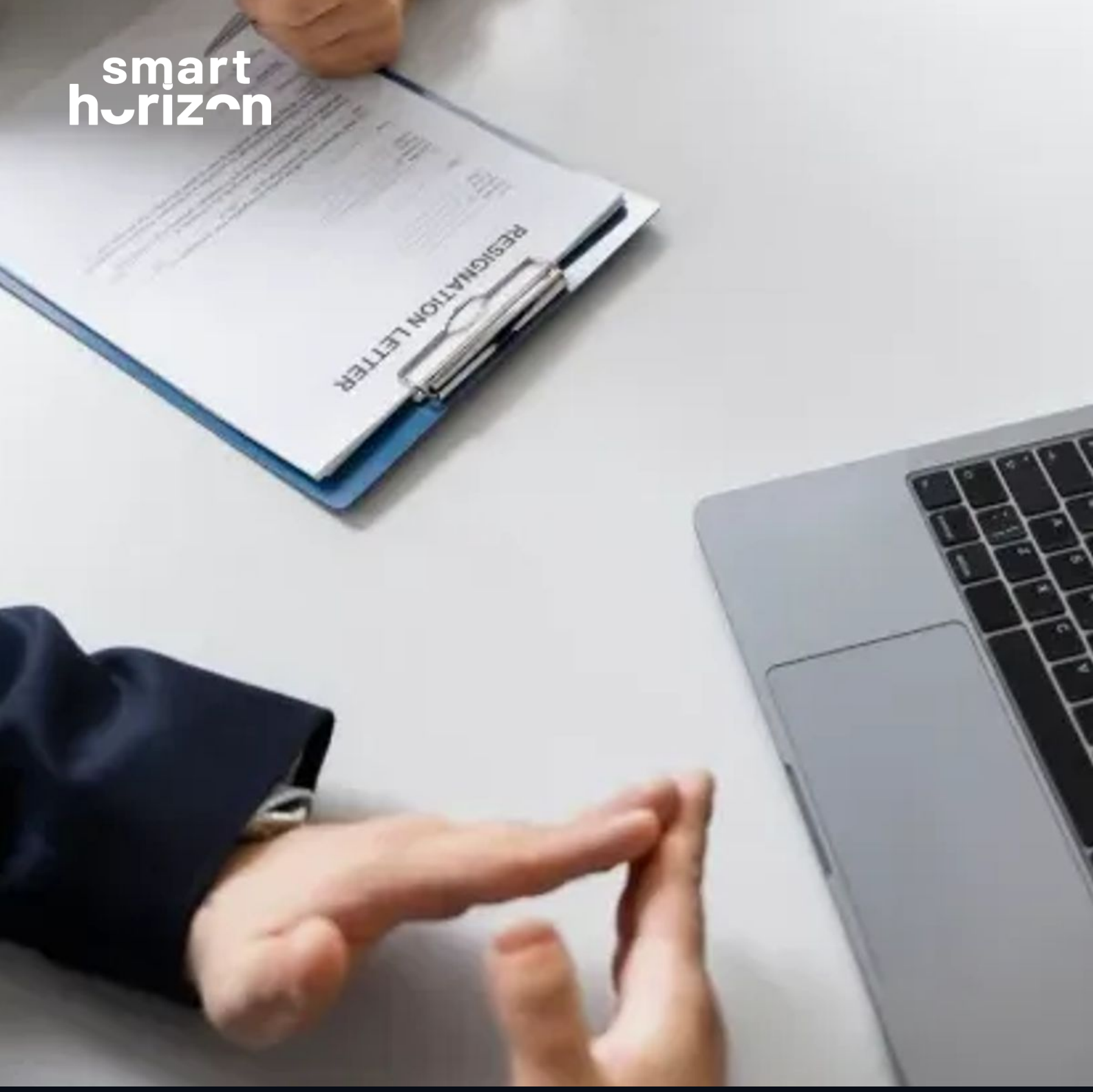


HUMAN RESOURCES | COURSE BROCHURE

Professional Skills for Human Resources Management

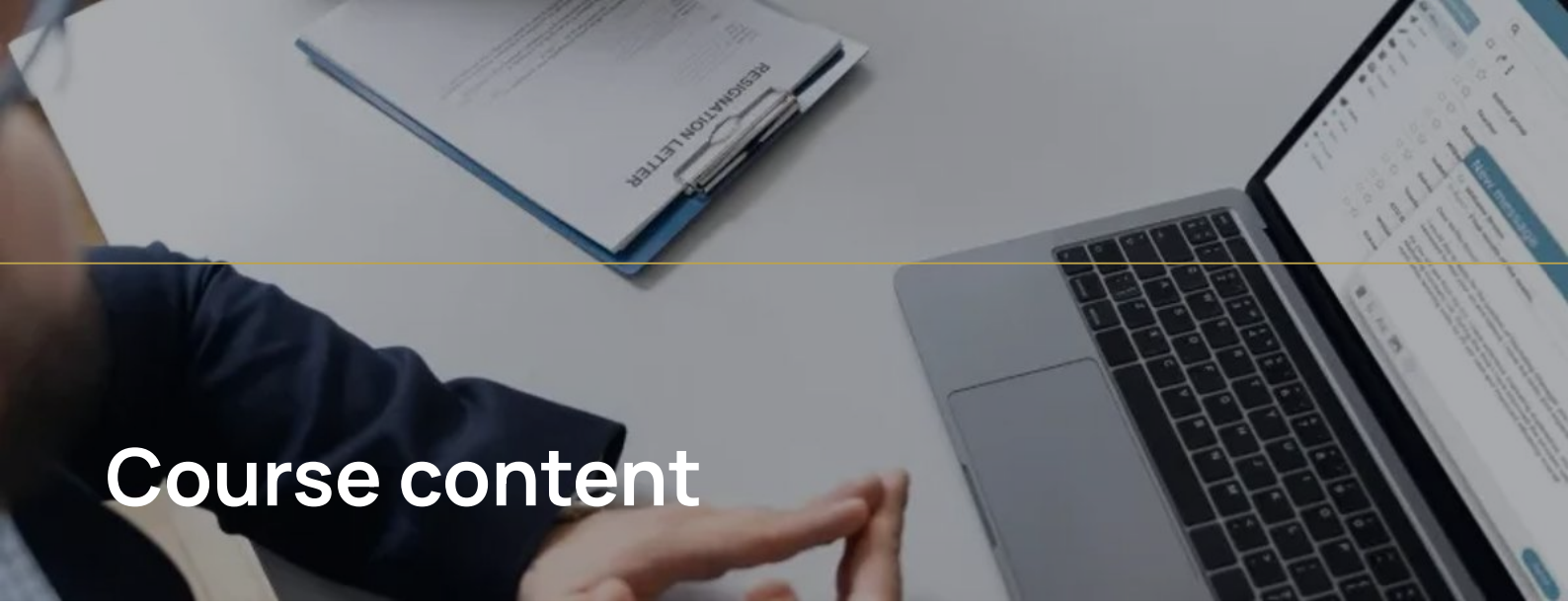
5 days | Classroom training | English

SMART HORIZON

info@smart-horizon.eu
Amsterdam
The Netherlands

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Course content

Why attend

This course equips HR professionals with essential skills in recruitment, employee relations, performance management, and compliance. Participants will engage in practical scenarios to enhance their decision-making, problem-solving, and strategic planning capabilities, ensuring effective human resource management in diverse organisational contexts.

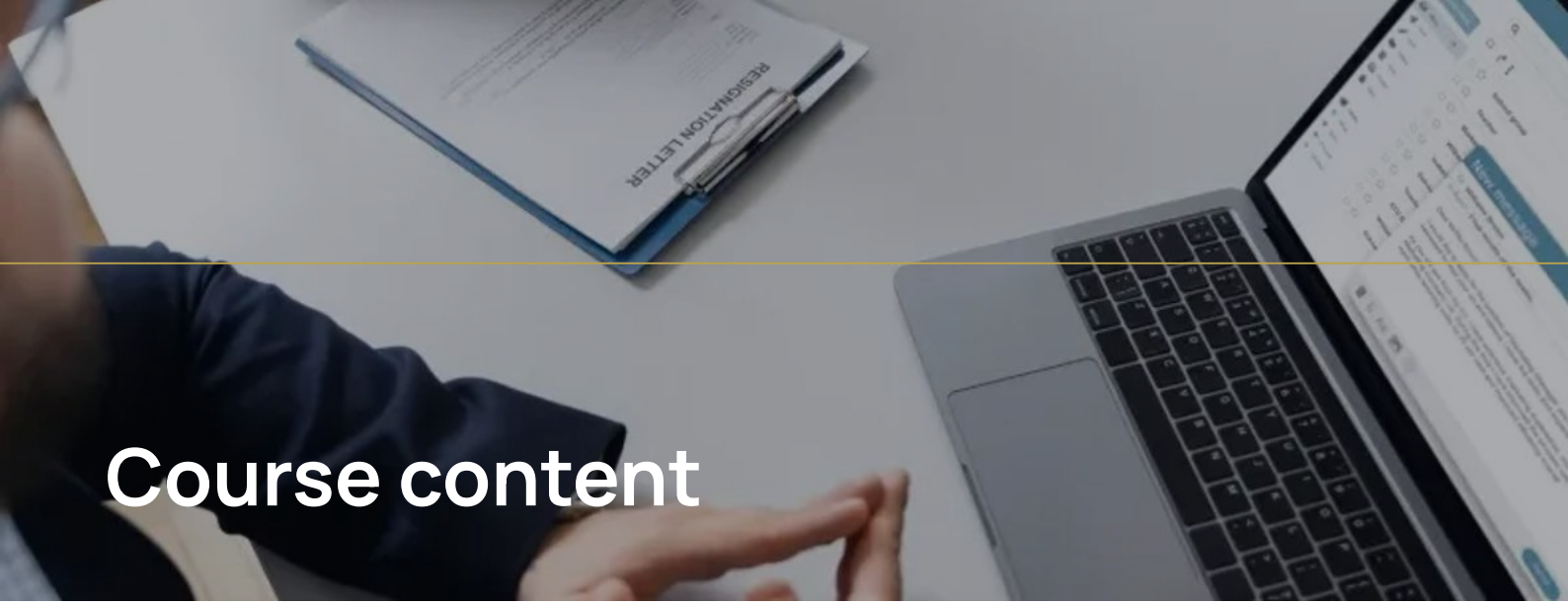
HR professionals face significant challenges in aligning workforce capabilities with organisational goals, particularly in a rapidly changing business environment. Effective recruitment, employee engagement, and compliance with evolving regulations are critical for maintaining a productive workplace. This course addresses these issues by providing practical skills and knowledge necessary for navigating complex HR landscapes. Participants will learn to implement strategies that not only attract top talent but also foster a culture of inclusivity and retention, ultimately contributing to organisational success. By developing these skills, HR professionals can enhance their credibility and effectiveness within their organisations, leading to improved employee satisfaction and performance.
This course engages participants in real-world scenarios that require them to make informed decisions regarding talent acquisition, performance evaluation, and conflict resolution. By practising these skills, attendees will enhance their capabilities in developing HR policies, conducting interviews, and managing employee relations. The hands-on approach ensures that they can apply theoretical knowledge to practical situations, enabling them to implement effective HR strategies that foster a positive organisational culture and drive business success. This course prepares HR professionals to meet the demands of their roles with confidence and competence, ensuring they can contribute to their organisations' strategic objectives.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

The course employs a blend of case studies, role-playing exercises, and group discussions to build practical HR skills. Participants will analyse real-life HR challenges, simulate recruitment processes, and engage in conflict resolution scenarios. The outputs will include HR policy drafts, recruitment plans, and performance management frameworks, providing tangible evidence of their learning and application. By working collaboratively, participants will also enhance their communication and teamwork skills, essential for effective HR practice in any organisation. Each session is designed to encourage active participation, ensuring that participants can relate the learning to their own workplace experiences and challenges, ultimately reinforcing their understanding of key HR concepts and practices.



Course content

Course objectives

By the end of this course, participants will be able to:
• Analyse recruitment strategies to attract diverse talent pools and improve hiring outcomes.
• Design an employee engagement plan that enhances retention and fosters a positive workplace culture.
• Evaluate performance management systems for effectiveness and fairness in employee assessments.
• Construct a conflict resolution framework tailored to workplace scenarios to mitigate disputes.
• Assess compliance with employment laws and regulations to minimise legal risks.
• Prioritise HR initiatives based on organisational needs and strategic goals to drive performance.
• Implement effective onboarding processes that integrate new hires into the company culture.

Target audience

This course is suitable for:
• HR Managers seeking to enhance their strategic skills in workforce management.
• Recruitment Specialists aiming to improve talent acquisition processes and candidate selection.
• Employee Relations Officers focused on conflict resolution and employee engagement strategies.
• HR Analysts interested in data-driven decision-making and performance metrics.
• Compliance Officers ensuring adherence to employment legislation and best practices.

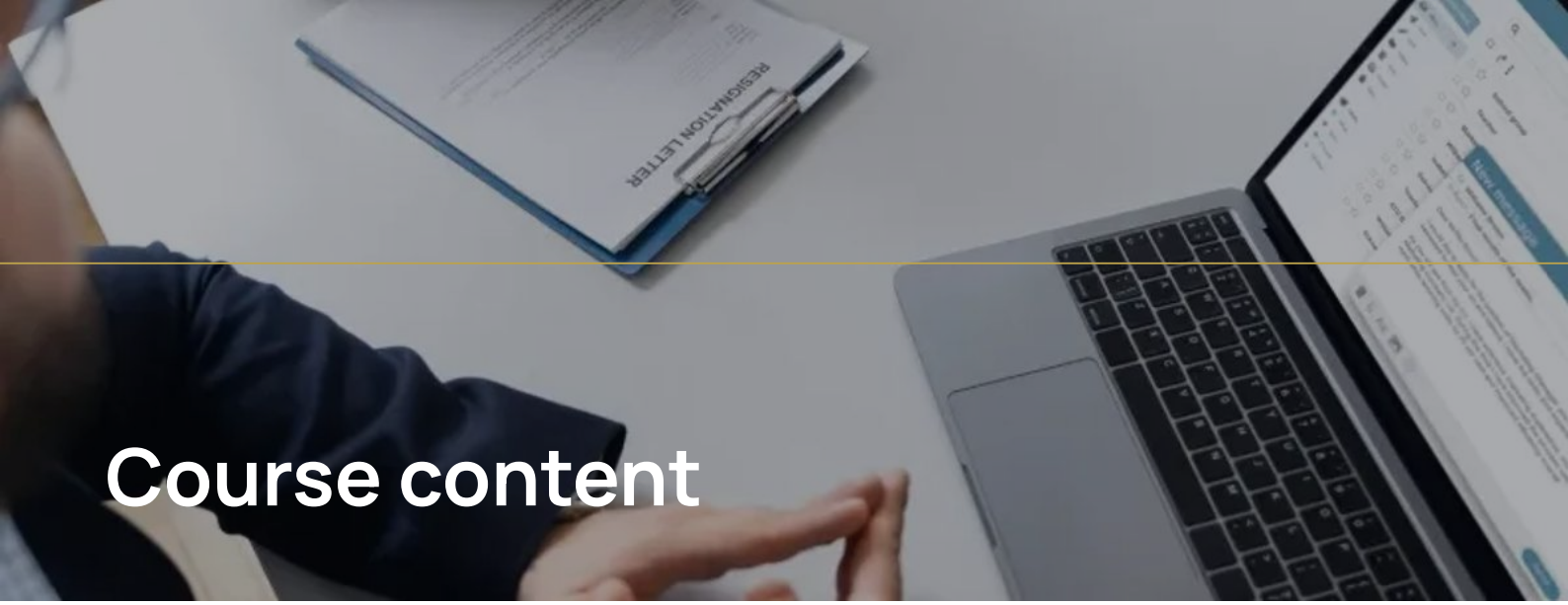
Target competencies

Participants will develop competencies in:
• Strategic workforce planning and analysis to align HR with business objectives.
• Effective recruitment and selection techniques to attract and retain top talent.
• Employee engagement and retention strategies to improve job satisfaction.
• Performance management and appraisal systems that drive accountability.
• Conflict resolution and mediation skills to address workplace disputes.
• Understanding of employment law and compliance to mitigate risks.
• Onboarding and training processes that enhance employee integration.

Course outline

Day 1: Foundations of Human Resources Management

Applied activity: Participants will analyse a fictional company's HR policies, identifying areas for improvement based on legal compliance and best practices. They will present their findings to the group, discussing potential impacts on the organisation and suggesting actionable changes to enhance HR effectiveness.
Output: A report outlining recommended policy changes and compliance improvements.



Course content

09:00–09:54	Overview of HR roles and responsibilities in organisations and their impact on success
09:54–10:48	Key HR laws and regulations impacting workforce management and compliance
10:48–11:00	Understanding organisational culture and its influence on HR practices and employee behaviour
11:00–11:30	**Coffee break**
11:30–12:12	Understanding organisational culture and its influence on HR practices and employee behaviour (continued)
12:12–13:06	Introduction to recruitment processes and best practices for attracting talent
13:06–14:00	Employee lifecycle management from onboarding to offboarding and its significance

Day 2: Effective Recruitment and Selection

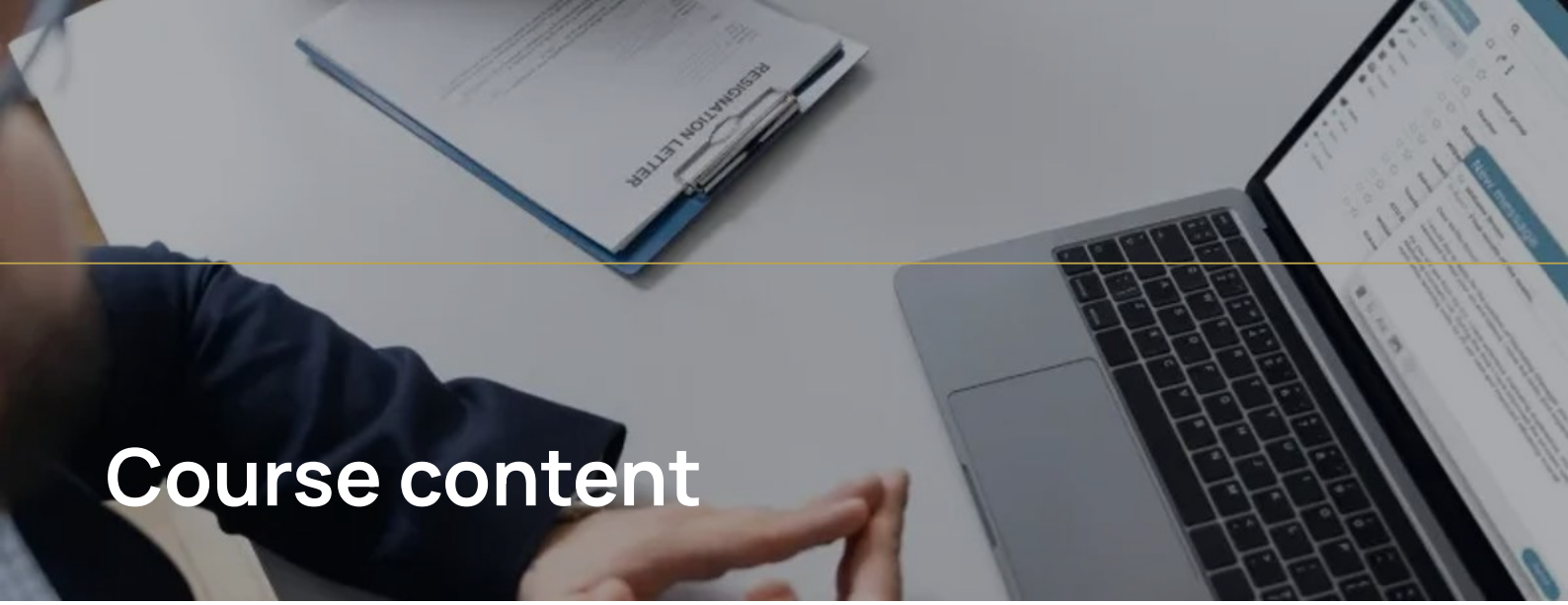
Applied activity: In small groups, participants will create a recruitment plan for a fictional role, including sourcing strategies, interview questions, and onboarding steps. They will present their plans to the class for feedback, focusing on effectiveness, inclusivity, and alignment with organisational goals.
Output: A comprehensive recruitment plan document that includes strategies and processes.

09:00–09:54	Developing comprehensive job descriptions and specifications for roles to attract suitable candidates
09:54–10:48	Sourcing candidates through various channels and platforms effectively to widen talent pools
10:48–11:00	Conducting structured interviews to assess candidate fit and skills while minimising bias
11:00–11:30	**Coffee break**
11:30–12:12	Conducting structured interviews to assess candidate fit and skills while minimising bias (continued)
12:12–13:06	Utilising assessment tools and techniques for informed selection and decision-making
13:06–14:00	Onboarding processes that ensure smooth integration of new hires into the company culture

Day 3: Employee Engagement and Retention Strategies

Applied activity: Participants will design an employee engagement survey and outline a strategy for implementing the findings in a fictional organisation. They will discuss potential challenges and solutions with peers, focusing on practical application and ensuring alignment with organisational objectives.
Output: A draft employee engagement survey and action plan for implementation.

09:00–09:54	Understanding employee motivation and factors influencing engagement to enhance productivity



Course content

09:54–10:48	Designing engagement surveys and feedback mechanisms for employees to gather insights
10:48–11:00	Implementing recognition and reward systems to boost employee morale and satisfaction
11:00–11:30	**Coffee break**
11:30–12:12	Implementing recognition and reward systems to boost employee morale and satisfaction (continued)
12:12–13:06	Career development and training initiatives for skill enhancement and retention
13:06–14:00	Measuring engagement outcomes and their impact on retention rates to inform strategy

Day 4: Performance Management Systems

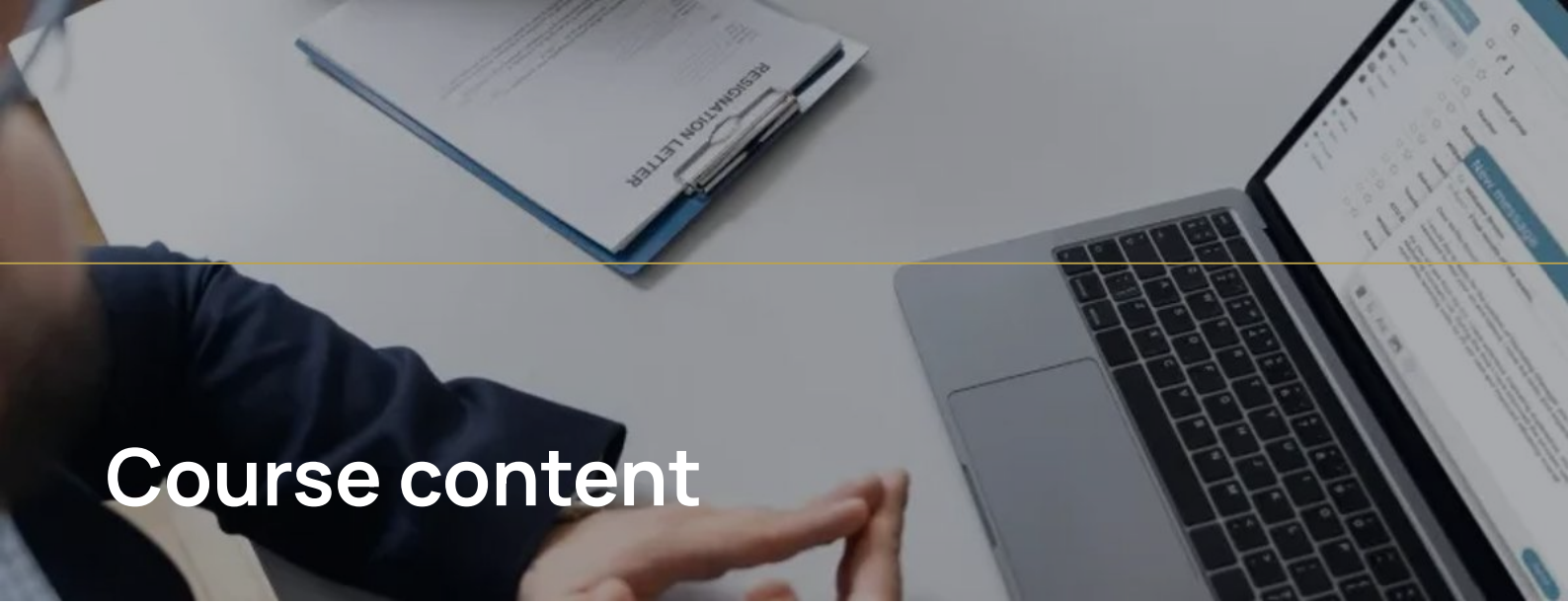
Applied activity: Participants will role-play performance appraisal meetings, practising feedback delivery and goal-setting with fictional employees. They will receive peer feedback on their approach and effectiveness, refining their skills in real-time and ensuring they can handle various performance scenarios.
Output: Performance appraisal documentation and feedback notes for fictional employees.

09:00–09:54	Setting clear performance standards and expectations for employees to drive accountability
09:54–10:48	Conducting performance appraisals with fairness and transparency to promote trust
10:48–11:00	Providing constructive feedback that promotes employee growth and development
11:00–11:30	**Coffee break**
11:30–12:12	Providing constructive feedback that promotes employee growth and development (continued)
12:12–13:06	Linking performance to organisational goals and objectives effectively for alignment
13:06–14:00	Managing underperformance through support and development initiatives to improve outcomes

Day 5: Navigating Conflict and Compliance in HR

Applied activity: Working in teams, participants will develop a conflict resolution framework for a fictional case study involving workplace disputes and compliance issues. They will present their frameworks to the class for critique and discussion, ensuring they consider practical implications and solutions.
Output: A comprehensive conflict resolution framework document addressing the case study.

09:00–09:54	Identifying sources of workplace conflict and their implications for team dynamics and productivity
09:54–10:48	Developing conflict resolution strategies tailored to specific scenarios to mitigate issues
10:48–11:00	Understanding legal compliance in HR practices and its importance for organisational integrity



Course content

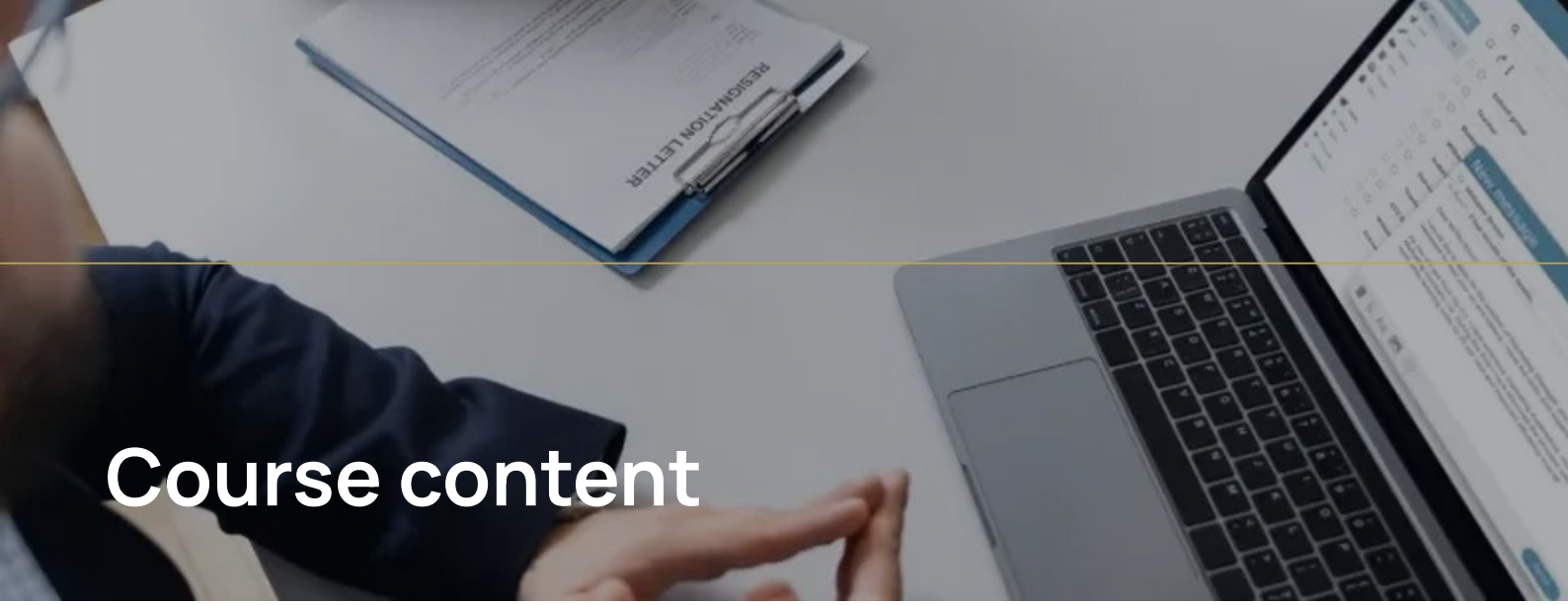
11:00–11:30	**Coffee break**
11:30–12:12	Understanding legal compliance in HR practices and its importance for organisational integrity (continued)
12:12–13:06	Creating a culture of accountability and transparency in HR practices to build trust
13:06–14:00	Integrating HR practices with business strategy for organisational alignment and effectiveness

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

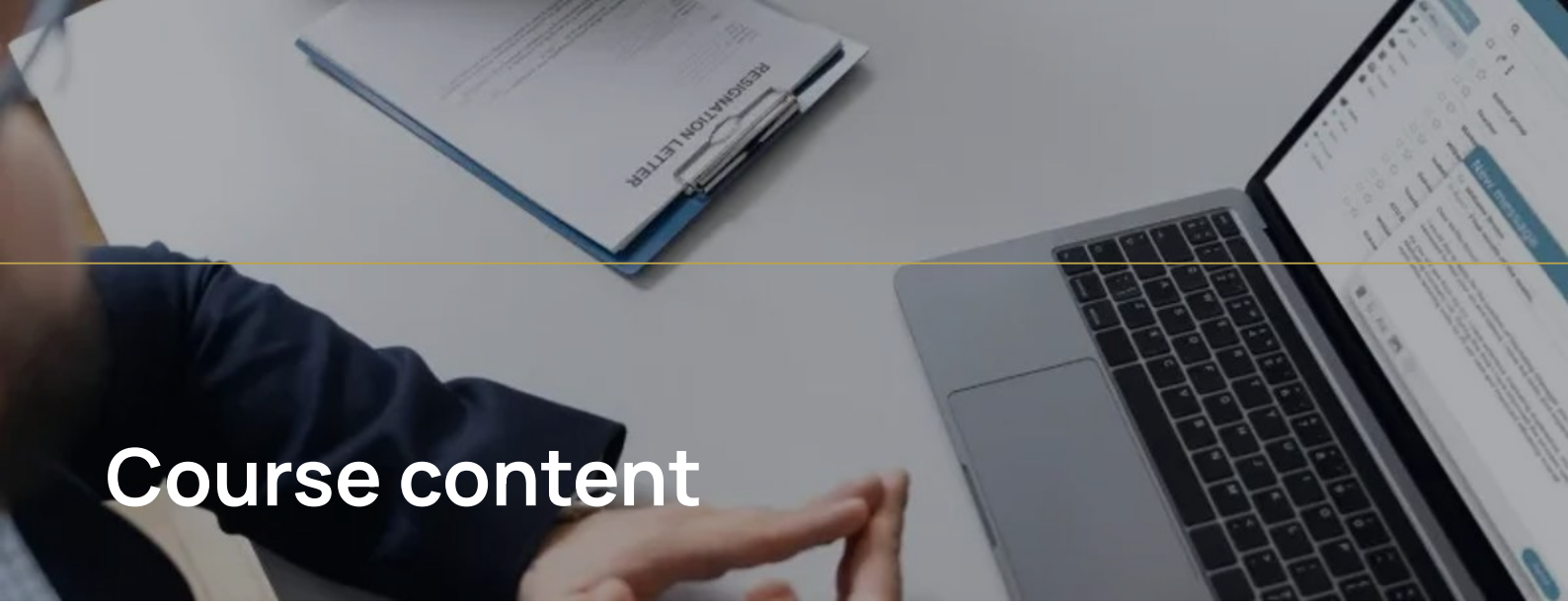
Venue	Start date	End date	Fee (EUR)
Kuala Lumpur Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,450.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.-**
Paris Confirmed dates	23 Nov 2026	27 Nov 2026	**€2,860.-**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.-**
Cape Town Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,890.-**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.-**



Course content

Dates, venues and fees (continued)

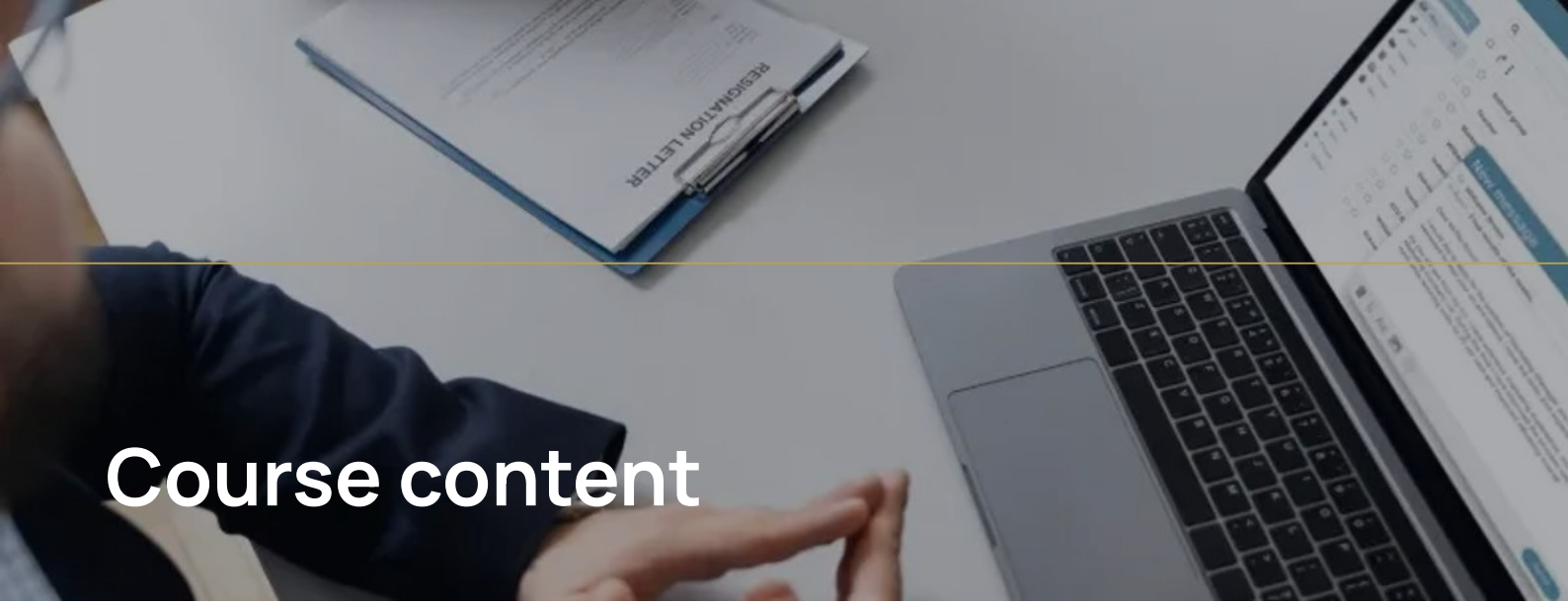
Venue	Start date	End date	Fee (EUR)
Istanbul Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,650.-**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.-**
Amsterdam Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,540.-**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.-**
Singapore Confirmed dates	11 Jan 2027	15 Jan 2027	**€2,820.-**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.-**
London Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,450.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.-**
Dubai Confirmed dates	8 Feb 2027	12 Feb 2027	**€3,150.-**



Course content

Dates, venues and fees (continued)

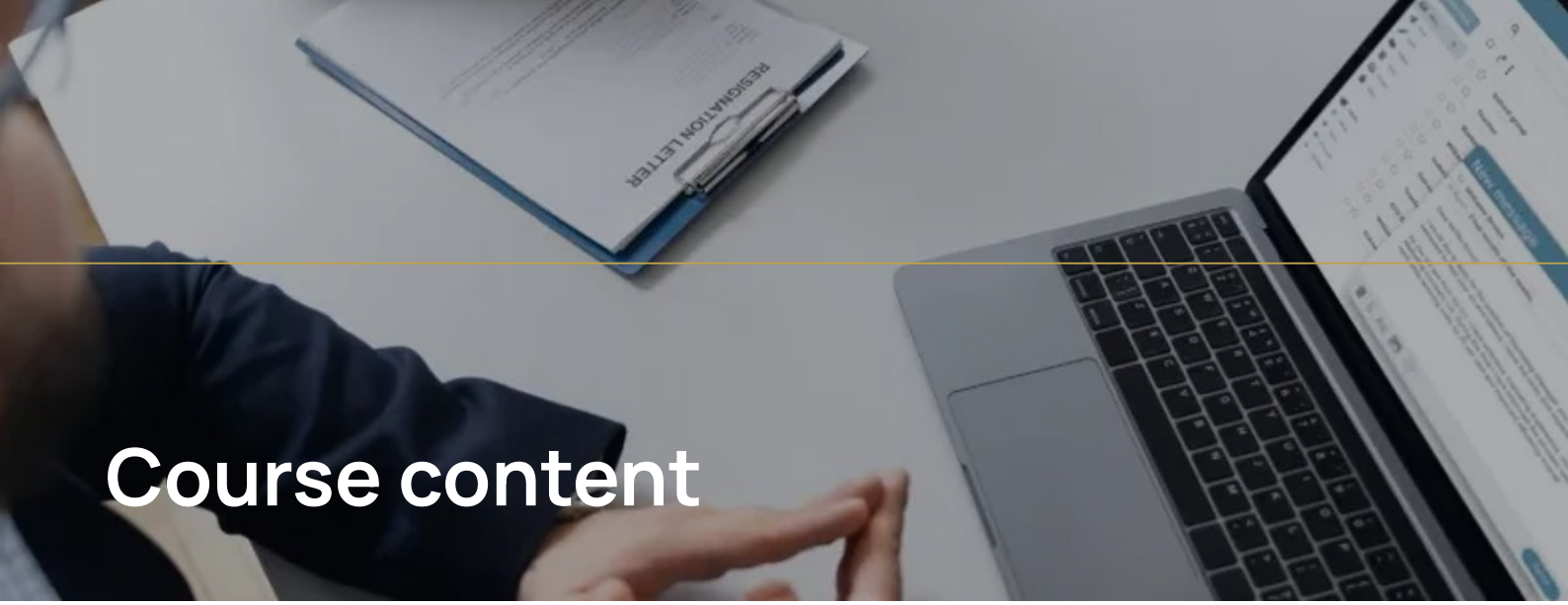
Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.-**
Barcelona Confirmed dates	15 Feb 2027	19 Feb 2027	**€2,840.-**
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.-**
Frankfurt Confirmed dates	22 Feb 2027	26 Feb 2027	**€2,650.-**
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,450.-**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.-**
Paris Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,860.-**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

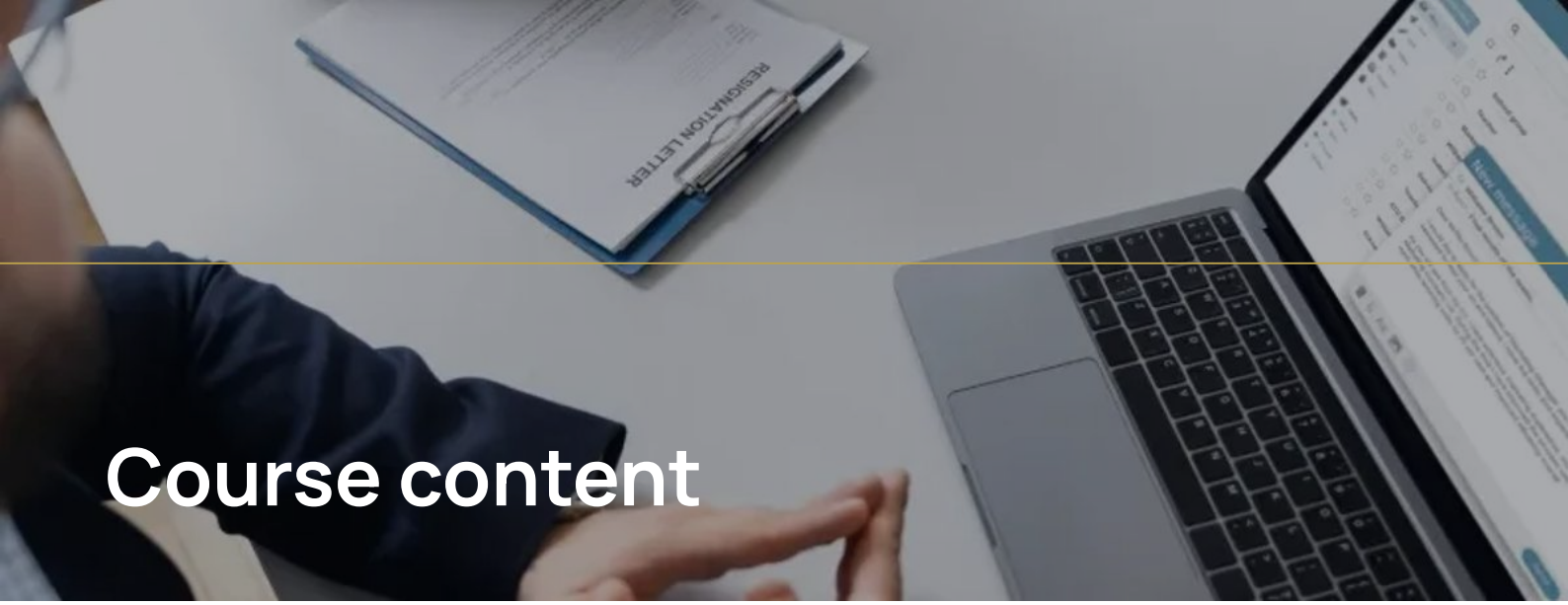
Venue	Start date	End date	Fee (EUR)
Istanbul Confirmed dates	12 Apr 2027	16 Apr 2027	**€2,650.-**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.-**
Vienna Confirmed dates	19 Apr 2027	23 Apr 2027	**€2,940.-**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.-**
Amsterdam Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,540.-**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.-**
Singapore Confirmed dates	10 May 2027	14 May 2027	**€2,820.-**
Online Confirmed dates	10 May 2027	14 May 2027	**€1,250.-**
London Confirmed dates	24 May 2027	28 May 2027	**€2,450.-**



Course content

Dates, venues and fees (continued)

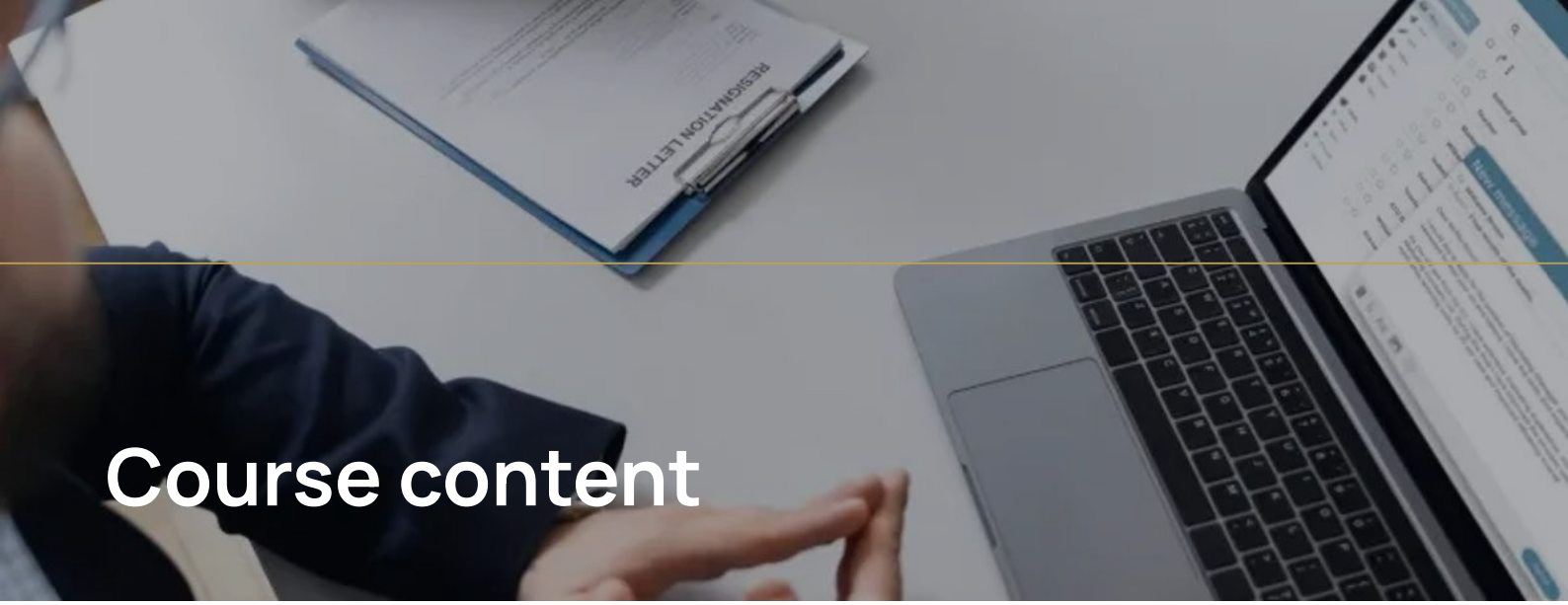
Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.–**
Dubai Confirmed dates	14 Jun 2027	18 Jun 2027	**€3,150.–**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.–**
Frankfurt Confirmed dates	21 Jun 2027	25 Jun 2027	**€2,650.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.–**
Cape Town Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,890.–**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,450.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

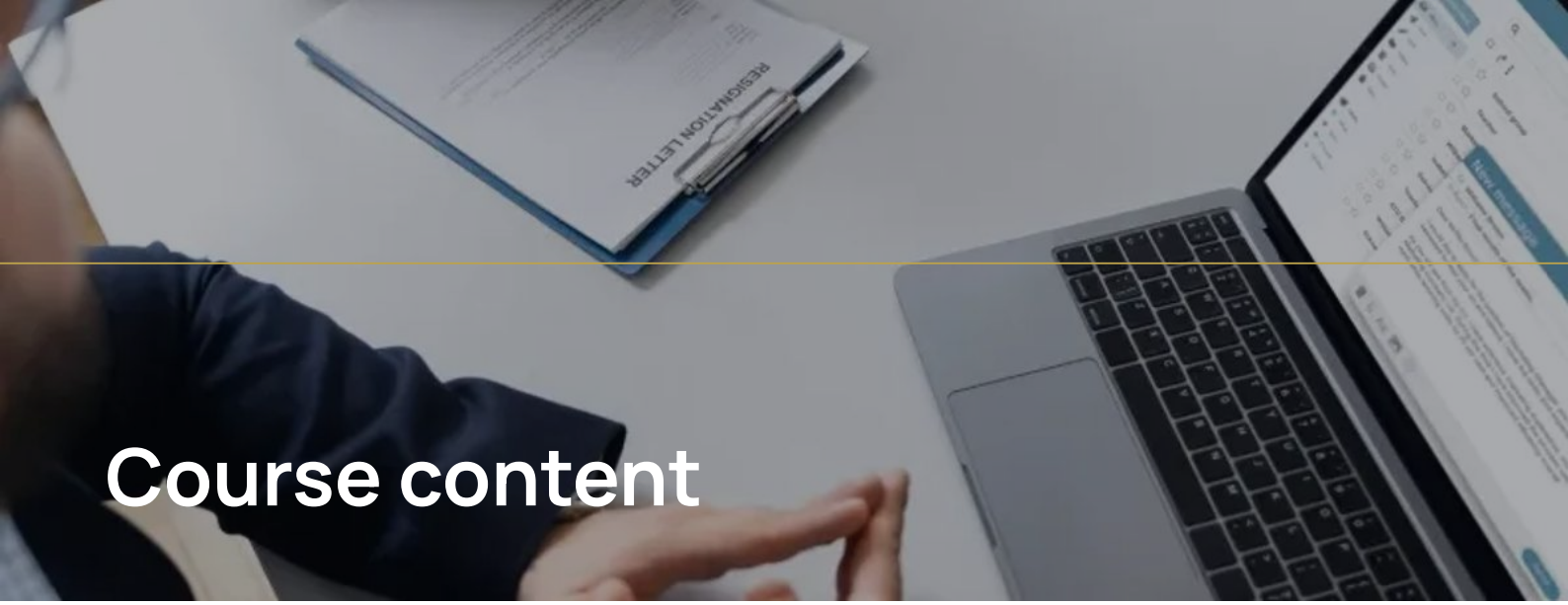
Venue	Start date	End date	Fee (EUR)
Paris Confirmed dates	26 Jul 2027	30 Jul 2027	**€2,860.-**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,250.-**
Istanbul Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,650.-**
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Rome Confirmed dates	16 Aug 2027	20 Aug 2027	**€2,450.-**
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,250.-**
Amsterdam Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,540.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Singapore Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,820.-**



Course content

Dates, venues and fees (continued)

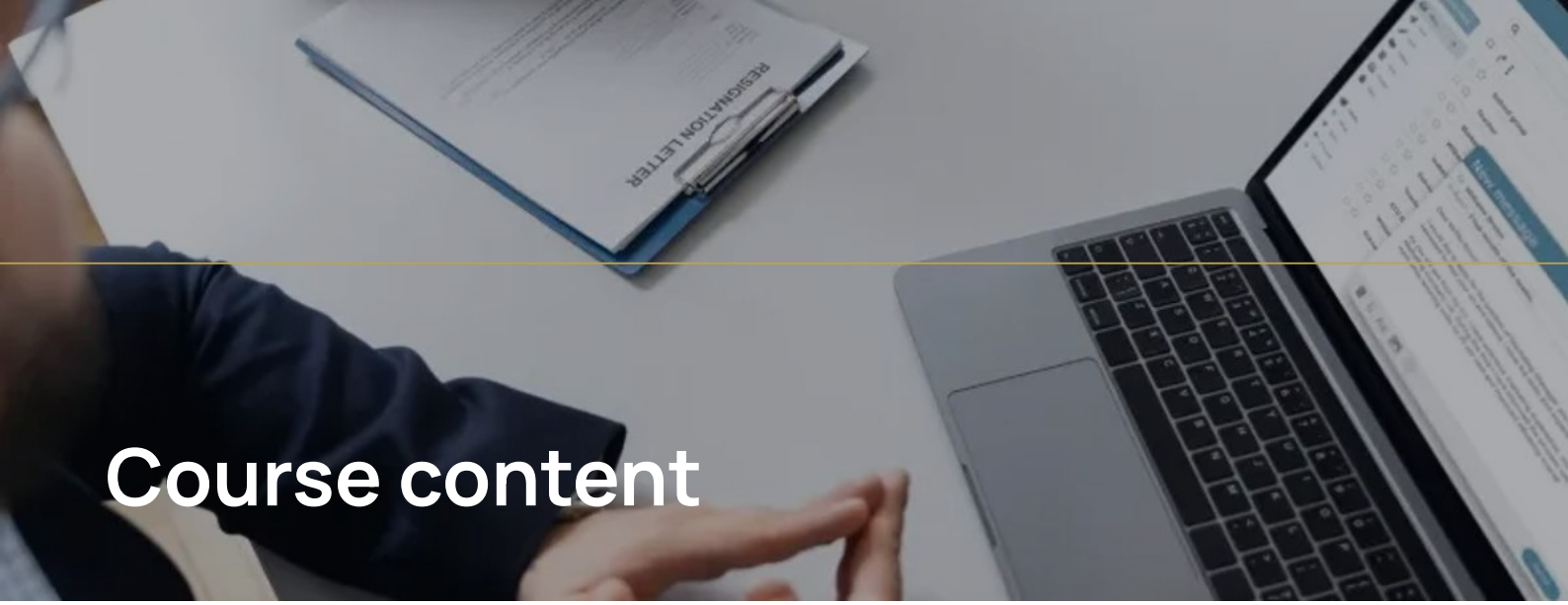
Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
London Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,450.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
Dubai Confirmed dates	11 Oct 2027	15 Oct 2027	**€3,150.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.-**
Rome Confirmed dates	18 Oct 2027	22 Oct 2027	**€2,450.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.-**
Frankfurt Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,650.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Kuala Lumpur Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,450.–**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.–**
Paris Confirmed dates	22 Nov 2027	26 Nov 2027	**€2,860.–**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,250.–**
Istanbul Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,650.–**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.–**
Amsterdam Confirmed dates	13 Dec 2027	17 Dec 2027	**€2,540.–**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.–**



Course content

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

info@smart-horizon.eu
Amsterdam
The Netherlands

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