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Interpersonal Skills for the HR Professional

(5 Days Training Course)

ACS REGISTRARS ISO 29990
ACS REGISTRARS ISO 9001
ilm Approved Centre
PMI Registered Education Provider Project Management Institute
bci Business Continuity Institute Corporate Partnership

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Why Attend

As human resources professionals, you do a lot more than just technical human resources work. Support must be provided to employees and line managers in a constant manner. This is why human resources professionals find themselves having to capitalize on their human relations abilities or soft skills to deliver their work effectively. This is the beauty of this course. It is one of a kind in recognizing situations in organizations that demand special care and attention from human resources professionals outside of their technical human resources competences. This course addresses those situations and shows you how to develop the right soft skills to handle them.

Course Methodology

The course uses a discussion based approach in addressing the various topics covered combined with round table discussions, presentations and role plays.

Course Objectives

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

Define communication and explain its importance to the work of human resources professionals
Apply the main principles of business and report writing
Produce written human resources correspondence and sample human resources reports
Practice the basic skills of conflict resolution including influencing
Explain the importance of customer service in human resources and the steps to build the required mindset
Choose the most appropriate basic coaching and counseling techniques in human resources specific situations

Target Audience

Human resources professionals or those who are about to start a career in human resources such as administrators and specialists. The course is also beneficial for experienced officers and managers in human resources who wish to update their knowledge and skills about the latest techniques in the various human resources functions.

Target Competencies

Working with people
Presenting and communicating
Applying expertise and technology
Following instructions and procedures
Planning and organizing
Achieving goals and objectives

Human Resources and Communication

Definition of communication
Communication in HR
Characteristics of an effective HR communicator
Questioning techniques
Listening and empathy
Interviewing techniques:
The STAR technique
The FACT technique
The probing technique
The leading technique
Basics of public speaking

HR Business Communication and HR Reports

Basics of business writing
Writing HR reports
Common mistakes in writing HR correspondence and reports
Examples of HR correspondence and reports

Conflict Resolution: A Required Skill for HR Professionals

Definition of conflict
Sources of conflict in HR
Thomas Kilmann conflict model
Influencing skills
Practical applications in HR

Client-Centric HR Departments

Definition of customer service
Internal customers versus external customers
The importance of customer service in HR
Who are the HR customers
Building a customer service mentality in the HR department

Coaching and Counseling Employees and Line Managers

Coaching, counseling and mentoring
Importance of coaching and counseling to HR professionals
Differences between coaching, counseling and mentoring
The 5 principles of coaching:
       Principle 1: feedback
       Principle 2: accountability
       Principle 3 challenge
       Principle 4: tension
       Principle 5: systems
The 'TGROW' model of a super coach:
       Choosing a topic
       Setting a goal
       Checking reality
       Identifying options
       Gaining commitment through will