

# HR for Frontline Managers

***Increasingly, supervisors and frontline managers are becoming or taking responsibility for HR and not just the people but all the associated systems and processes required to ensure compliance with regulations & legislation and according to your organisation's standards and guidelines.***

***This program will introduce you to workforce management, the HR processes and performance management so that you can more confidently manage your team to achieve agreed performance targets.***



***"The workplace should primarily be an incubator for the human spirit."***

***Anita Roddick***

***Founder of the Body Shop, writer & humanitarian.***

## The Benefits

The program will:

- Give you an overview of HRM & introduce you to the obligations and responsibilities associated with HRM
- Give you the knowledge & skills to manage & conduct positive performance reviews
- Introduce some practical tools & techniques for setting & monitoring performance standards
- Give you the confidence to manage those 'difficult conversations'.
- Review techniques for engaging & retaining staff

## What you will cover

- HRM responsibilities & strategic contribution
- Overview of HR Law
- Working with HR -Develop your relationships & action plan
- Managing Performance
- Difficult conversations
- Disciplining successfully
- Setting performance standards & indicators
- Development plans
- Leading change
- Your role in engaging & retaining staff
- Preparing recruitment & induction briefs

## Who should attend?

This program is designed for frontline managers, team leaders and supervisors who need to know the basics of Human Resource Management.

***All participants will have access to the facilitator for up to three months following the course via email or telephone.***

## How it will be delivered

This program is delivered over two modules of three hours each run over two weeks. At the end of the first module participants will be given workplace activities to practice before the next session.