



External Training Course

The Future of HR: Re-engineering the Employee Experience

**(Best Practices in International Human Resource
Management (HRM))**

From 14 Oct. To 18 Oct. 2024
From 18 Nov. To 22 Nov. 2024
From 23 Dec. To 27 Dec. 2024

W Rome Hotel, Roma, Italy

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Introduction

As the international environment becomes ever more complex and demanding, organizations are placing a premium on HR Professionals whose outlook, knowledge and skills enable them to achieve and maintain success in an increasingly challenging environment. The Future of HR training course will show you how to re-engineer HR to suit the needs and demands of a changing workforce, organization and economy. You will also learn about the latest best practices in HR Globally and what the leading organizations are doing to remain relevant and successful. This training course focuses on providing participants with maximum take-home value from their investment in their own development. This is a training course you should attend. This training course will highlight:

- The need to re-engineer your HR delivery and services to remain relevant and competitive.
- Best practice in HR modeled in the world's leading organizations.
- The New HR Models and how to implement them.
- Working with the new generations – Generation X, Y and Z.
- New ways or recruiting and selecting talent.

Objectives

At the end of The Future of HR training course, you will learn to:

- Explain in your own words how to re-engineer HR.
- Formulate a plan to transform HR to a Strategic Partner.
- Identify people's responses to change and explore the reasons why people resist change.
- Understand human psychology and the appropriate HR response.
- Develop a plan for evaluating and re-engineering HR.

Training Methodology

This training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes stimulating presentations supporting each of the topics together with interactive trainer lead sessions of discussion. There will also be many practical sessions where participants have the opportunity to practice and experience course-related activities. Practical and fun exercises, short video presentations, small group work, case studies and feedback will be used to facilitate learning.

Course Outline

DAY 1: Why We Need a Strategic Approach to HR?

- Development of Strategic HRM (SHRM).
- Transactional and Strategic HR Delivery.
- The New HR Models based on Ulrich.
- Business Partners, Shared Services & Centres of Expertise.
- The Future HR Model - 10 Steps Needed to Form a HR Strategy.

DAY 2: Global Trends Impacting on The Future HR

- A Changing Psychological Contract.
- New Ways or Recruiting and Selecting Talent.
- Artificial Intelligence & Robotics.
- Working with a Global Workforce.
- The New Generations – Generation X, Y and Z.

DAY 3: Change Leadership & HR

- The Difference between Change Management and Change Leadership.
- The Stages of the Change Journey.
- Managing Employee's Resistance to Change.
- The Importance of Communication during Change.
- Understanding 'Best-practice' Change Management Processes.

DAY 4: Assisting & Retaining Valuable Employees

- Employee Mental Health Issues.
- Establishing an Employee Assistance Programme (EAP).
- Dealing with Crisis, Trauma and Disaster.
- Bullying, Harassment and Prevention.
- Retention Strategies that Work.

DAY 5: Re-engineering Your HR Services

- Assessing If You are Ready to Change.
- Practical Ways of Re-engineering Your Service Delivery.
- HR's Contribution to Added Value.
- Ways of Evaluating your HR Function.
- Your Plan for Re-engineering.

Course Details & Agenda:

(1st Day)

8.30	9.00	Opening Remarks (30 Min.).
9.00	11.30	<u>DISCUSS COURSE TOBICS:</u> <ul style="list-style-type: none"> • Why We Need a Strategic Approach to HR? • Global Trends Impacting on The Future HR. • Change Leadership & HR. • Assisting & Retaining Valuable Employees. • Re-engineering Your HR Services.
11.30	12.00	Coffee Break
12.00	14.00	<u>Why We Need a Strategic Approach to HR?</u> <ul style="list-style-type: none"> • Development of Strategic HRM (SHRM). • Transactional and Strategic HR Delivery. • The New HR Models based on Ulrich. • Business Partners, Shared Services & Centres of Expertise. • The Future HR Model - 10 Steps Needed to Form a HR Strategy.
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

(2nd Day)

9.00	11.30	<u>Global Trends Impacting on The Future HR:</u> <ul style="list-style-type: none"> • A Changing Psychological Contract. • New Ways or Recruiting and Selecting Talent. • Artificial Intelligence & Robotics.
11.30	12.00	Coffee Break
12.00	14.00	<u>Global Trends Impacting on The Future HR:</u> <ul style="list-style-type: none"> • Working with a Global Workforce. • The New Generations – Generation X, Y and Z.
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

(3rd Day)

9.00	11.30	<u>Change Leadership & HR:</u> <ul style="list-style-type: none"> • The Difference between Change Management and Change Leadership. • The Stages of the Change Journey. • Managing Employee's Resistance to Change.
11.30	12.00	Coffee Break
12.00	14.00	<u>Change Leadership & HR:</u> <ul style="list-style-type: none"> • The Importance of Communication during Change. • Understanding 'Best-practice' Change Management Processes.
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

(4th Day)

9.00	11.30	<u>Assisting & Retaining Valuable Employees:</u> <ul style="list-style-type: none"> • Employee Mental Health Issues. • Establishing an Employee Assistance Programme (EAP). • Dealing with Crisis, Trauma and Disaster.
11.30	12.00	Coffee Break
12.00	14.00	<u>Assisting & Retaining Valuable Employees:</u> <ul style="list-style-type: none"> • Bullying, Harassment and Prevention. • Retention Strategies that Work.
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

(5th Day)

9.00	11.30	<u>Re-engineering Your HR Services:</u> <ul style="list-style-type: none"> • Assessing If You are Ready to Change. • Practical Ways of Re-engineering Your Service Delivery. • HR's Contribution to Added Value.
11.30	12.00	Coffee Break
12.00	14.00	<u>Re-engineering Your HR Services:</u> <ul style="list-style-type: none"> • Ways of Evaluating your HR Function. • Your Plan for Re-engineering.
14.00	14.30	Questions, Discussion & Conclusion Training Course.
14.30		Buffet Lunch