

The Certified HR Administrator



Business Continuity
Institute
Corporate Partnership

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Transforming
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Course content

Why Attend

HR administrators and officers are constantly requested to expand their existing knowledge and skill set. This course has been developed to provide participants with both technical and behavioral knowledge required for HR administrators. The focus is on the role of HR administrators within organizations, communication skills required (both verbal and written), HR reporting, legal documentation and employee policies. In addition the course provides an extensive body of knowledge on the competencies required for successful HR administrators.

Course Methodology

To provide a more practical element to the course, participants are required to develop an employee handbook and an organization structure using computer stations provided by Meirc. In addition, a live demo of an HR system will be provided in order to highlight major features and develop a system's business requirements.

Course Objectives

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

- Identify the role of HR administrators within the HR structure of their organization
- List and develop competencies required for successful HR administrators
- Apply the main principles of business and report writing
- Produce written human resources correspondence and sample HR reports
- Determine legal documents required to collect and maintain for employees.
- Create their organization's employee handbook

Target Audience

HR administrators and officers who wish to develop their knowledge and improve their HR administration skills.

Target Competencies

- Deciding and initiating action
- Relating and networking
- Communication skills
- Business writing
- Following instructions and procedures
- Planning and organizing
- Achieving goals and objectives



Course Outline

Day One: The HR administrator in organizations

Major roles and responsibilities of HR administrators
A look at the HR administrator's job description
The HR administrator's position within the HR department
Professional qualifications as a competitive advantage
Competencies of successful administrators
Technical competencies
Behavioral competencies
Assessing and developing your competencies
The evolving role of the HR administrator
Certifications for administrators

Day Two: 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

Day Three: 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

Day Four : HR measurements and reporting

Research terms and techniques
Frequently used HR metrics
Calculating HR metrics
Recruitment metrics
Retention metrics
Compensation and Benefits metrics
Training and development metrics

Day Five : Employee documentation and record keeping

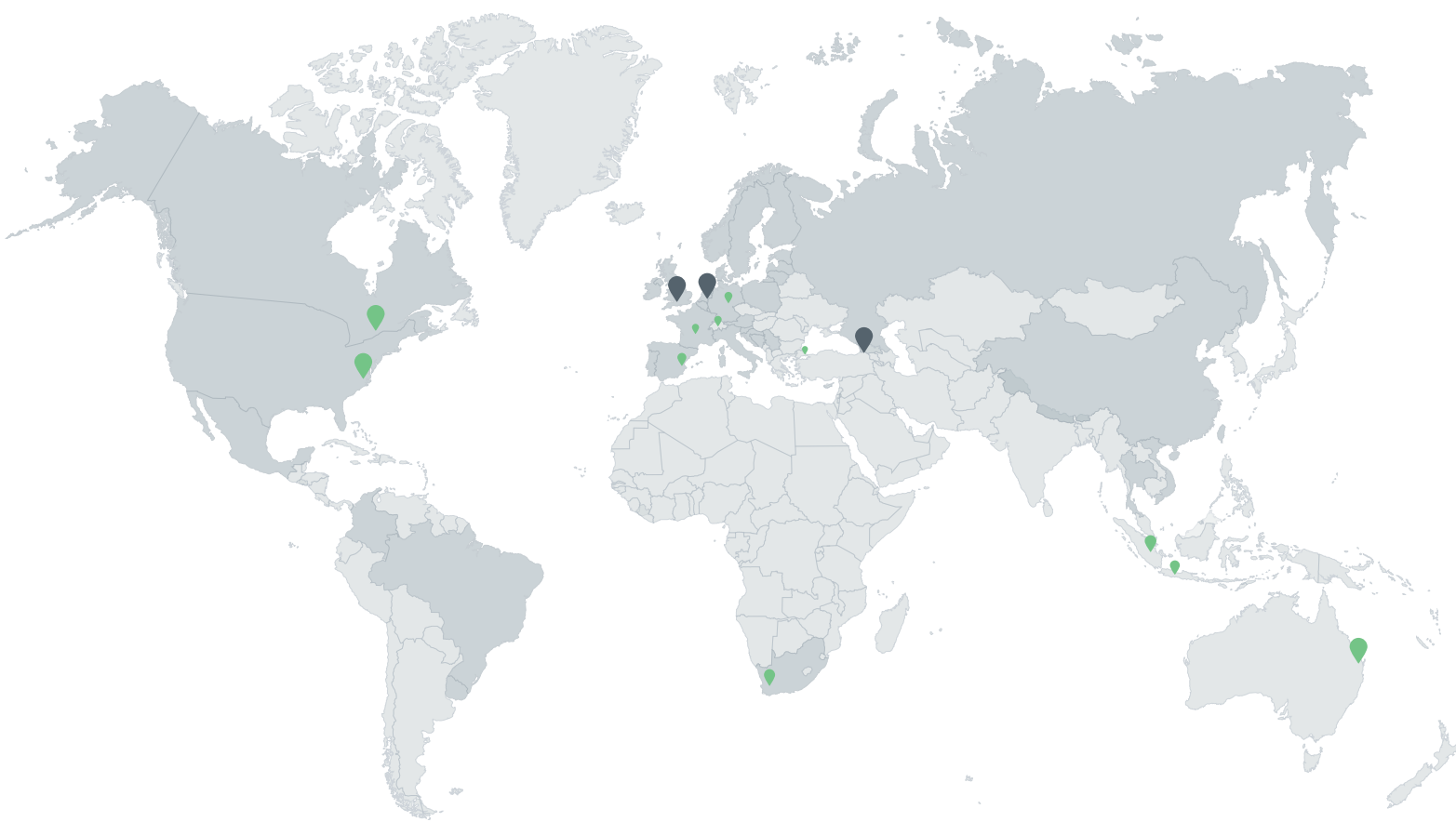
Purpose and objective of record keeping
Employee files: legal documents to maintain
Developing an orientation package: documents to provide to new hires
Policies, procedures and work rules
Developing an organization's employee handbook
Purpose of the handbook
Sections of the handbook
the process of developing handbook
Workshop: draft of employee handbook

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