

# THE COMPLETE HR PROFESSIONAL TOOLKIT

HUMAN RESOURCES PORTFOLIO



**CROWN AGENTS**  
ACCELERATING SELF-SUFFICIENCY & PROSPERITY

e: [trainingbookings@crownagents.co.uk](mailto:trainingbookings@crownagents.co.uk)  
t: +44 [0]20 3940 4300

# THE COMPLETE HR PROFESSIONAL TOOLKIT

## COURSE OUTLINE

This two-week toolkit course combines:

- Transforming the HR Function: Strategies for Operational Excellence and Business Partnering** 05 days
- Succession Planning, Talent Management and Retirement Planning** 05 days

The Human Resources Manager plays an essential role in all organisations, working at the front line of people management and acting as the liaison between staff and senior management. The tasks involved in performing this function effectively are varied and require a range of skills, experience and behaviours.

HR Business Partner is not just a job title, it is a recognised model for delivering Operational Excellence that is aligned with the achievement of local and strategic organisational goals. The HR function is embedded within the business at all levels, ensuring that activity delivers credible results.

This toolkit delivers a focused overview of the key operational duties that need to be carried out by today's HR manager and the competences required to deliver operational excellence. These activities include: recruitment and selection, performance and talent management, succession planning, identifying training requirements and managing conflict.

**COURSE OBJECTIVES:** On completion, you will be able to:

- Identify how HR as a Business Partner can contribute to the achievement of strategic objectives whilst meeting local needs
- Explore the competencies required to deliver operational excellence
- Understand the role and key tasks required of today's HR manager and how metrics and data support HR activity
- Ensure the recruitment process is structured to attract, assess, select and retain high quality candidates
- Implement successful performance management programmes, talent management strategies, succession plans, and training plans derived from L&D requirements

- Be a support to staff, understanding motivations and common causes of dispute or conflict, and build functional and personal credibility

## KEY TOPICS

- Challenges facing today's effective HR manager
- HR business partnering
- Competencies for operational excellence
- Recruitment and selection
- Performance management
- Talent management and succession planning
- Training and development
- Handling complaints and disputes

DURATION	FEE	DATE	VENUE
10 days	£4,450	29 July - 09 August 2024	London
		02 - 13 December 2024	Dubai

## "ON DEMAND" COURSES



In addition to the scheduled dates shown, we are flexible to schedule additional dates to our calendar in a location of your choice. To ensure we can explore adding an additional date, do aim to contact us with your request with a minimum of 4 months' notice to allow the course to be advertised.

## WE REWARD LOYALTY

We offer all our clients a '4+1' loyalty scheme. For every four delegates enrolled from an organisation in any calendar year, we will provide you with one additional place, free of charge.

**"Crown Agents has exceeded my expectations and I would gladly recommend other colleagues for their programmes."**

EMMANUEL ASINA, Chief Training Officer, Ghana Highway Authority.



## FEATURED TRAINER ELAINE YOUNG

Elaine is a commercially aware, results-focused HR and Leadership professional.

Her career spans over 30 years in operational and strategic roles, including board positions in a number of industries and in both the public and private sectors. She has extensive experience of working on international projects and with professionals from different countries.

Combining consultancy, training and coaching she delivers transformational programmes that unlock potential in organisations and individuals.