

TRANSFORMING THE HR FUNCTION: STRATEGIES FOR OPERATIONAL EXCELLENCE AND BUSINESS PARTNERING

HUMAN RESOURCES PORTFOLIO



CROWN AGENTS
ACCELERATING SELF-SUFFICIENCY & PROSPERITY

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

TRANSFORMING THE HR FUNCTION: STRATEGIES FOR OPERATIONAL EXCELLENCE AND BUSINESS PARTNERING

COURSE OUTLINE

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 one-week course delivers a focused overview of the key operational duties that need to be carried out by today's HR manager and the competencies 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

This is week one of **The Complete HR Professional Toolkit**.

DURATION	FEE	DATE	VENUE
05 days	£2,650	29 July - 02 August 2024	London
		02 - 06 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.

THE COMPLETE HR PROFESSIONAL TOOLKIT

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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.

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- 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

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SUCCESSION PLANNING, TALENT MANAGEMENT AND RETIREMENT PLANNING

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SUCCESSION PLANNING, TALENT MANAGEMENT AND RETIREMENT PLANNING

COURSE OUTLINE

Understanding and promoting the behaviours and values associated with your organisation's future plans, and ensuring you have the staff with the capability, capacity and potential to be future managers and leaders is vital.

This course will equip you with the skills to proactively identify and implement a talent management and succession plan to assist business performance, recruitment and retention. Delegates will also gain essential performance management skills which will improve performance in individuals and teams and nurture talent.

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

- Create a comprehensive plan of human resources capabilities and values
- Identify and analyse current levels of individual competence
- Implement a talent development plan that improves and retains staff with potential
- Identify and strengthen the key attributes of the next generation of leaders
- Plan and implement a cost-efficient succession plan
- Improve performance management procedures
- Produce monitoring data and reports to track the development of staff

KEY TOPICS

- Understanding current workforce strengths and weaknesses
- Succession planning

- Workforce planning
- Talent management
- Performance management
- Career planning processes
- Learning and development plans

This is week two of **The Complete HR Professional Toolkit**.

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05 days	£2,650	05 - 09 August 2024	London
		09 - 13 December 2024	Dubai

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JESSICA KITAKULE-MUKUNG, VP Human Resources, African Development Bank, Cote D'Ivoire.



FEATURED TRAINER STEVE WRIGHT

Steve Wright is the Director of Studies for several Human Resources programmes at Crown Agents. Steve has designed and facilitated HR programmes

with us since 2014 and has managed training and development projects for clients internationally.

He has experience of working with clients from Afghanistan, Ethiopia, Ghana, Ivory Coast, Kenya, Kosovo, Malaysia, Namibia, Nigeria, Sierra Leone, Singapore, United Arab Emirates, United Kingdom and Zambia.

Steve is a highly qualified and experienced HR practitioner and Fellow of the Chartered Institute of Personnel and Development (CIPD). He relishes the opportunity to improve the capabilities of individual delegates and of the organisations they represent. He is also qualified to Master's degree level in Law. Since 2000 he has run his own UK based HR and Legal consultancy, advising both UK and international clients.

THE STRATEGIC HR TOOLKIT

HUMAN RESOURCES PORTFOLIO

NEW COURSE FOR 2024



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THE STRATEGIC HR TOOLKIT

NEW

COURSE OUTLINE

The course will equip mid to executive-level managers/leaders with the framework and tools required to drive operational excellence and organisational success, leveraging organisational and people management and development competencies.

This two-week toolkit course combines:

Strategic HR Blueprint: Positioning HR for Organisational Success	05 days
Implementing HR Strategy: Transforming Vision into Reality	05 days

Week one delegates will learn the art of seamlessly integrating and aligning HR objectives and strategies with their organisation's overarching vision, mission, and strategic goals. They will explore how each HR practice area contributes to organisational success, and how a change management strategy, continuous improvement philosophy and strategic evaluation are key to a dynamic HR strategy.

Week two will focus on HR strategy execution, coaching delegates on developing key insights into how HR strategy implementation drives Operational Excellence and impacts on organisational success. Delegates will examine the role of HR in driving change and fostering a culture of excellence and developing skills to ensure alignment of HR initiatives with the organisation's strategic goals.

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

- Develop a Strategic HR Action Blueprint that aligns seamlessly with your organisation's goals
- Evaluate and fine-tuning existing HR practices for optimal alignment and integration with your organisational strategy.
- Foster a continuous improvement and change culture within HR and the organisation
- Implement HR strategies that drive Operational Excellence and align with evolving business needs and challenges

- Realise the value of adopting the Business Partner model to foster internal and external collaboration
- Measure and evaluate the impact of HR programmes on organisational performance.

KEY TOPICS

- HR Strategy development process and competencies
- Transforming business goals into HR goals
- Crafting the HR Strategic Plan and a Change Management Strategy
- Operational Excellence – principles and attributes, and benefits of adopting the model
- Cultural transformation and change management in practice
- Adopting a Business Partner model
- Emotional Intelligence and behavioural styles
- Creating a roadmap for continuous improvement in HR

DURATION	FEE	DATE	VENUE
10 days	£4,450	10 - 21 June 2024	London
		23 September - 04 October 2024	London

"ON DEMAND" COURSES



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JESSICA KITAKULE-MUKUNG, VP Human Resources, African Development Bank, Cote D'Ivoire.



FEATURED TRAINER DR. BUNMI BIU

Bunmi is a strategic business leader with over 20 years of experience in HR, Organisational Development and Change.

She has extensive expertise of creating learning and development solutions aligned with institutional strategic objectives.

Bunmi has delivered HR and Leadership training for Crown Agents in the UAE, East Africa, West Africa, the UK and the USA. With a passion for learning, she currently serves as an adjunct faculty at Georgetown University, Washington D.C., where she teaches on the HRM graduate programme.

She holds a Ph.D. in Industrial and Business Studies and is an Associate of the Chartered Insurance Institute (ACCII, UK), as well as a Certified Expert in Microfinance.

IMPLEMENTING HR STRATEGY: TRANSFORMING VISION INTO REALITY

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IMPLEMENTING HR STRATEGY: TRANSFORMING VISION INTO REALITY

NEW

COURSE OUTLINE

Designing a strategic plan is only a first step in the strategic HR process; without a successful implementation, the planned strategic objectives can't be achieved. This one week course is designed to give you the skills, tools and techniques needed to ensure dynamic and successful strategy implementation. It also looks at what is required to achieve Organisational Excellence and how it drives strategy implementation and business growth.

Within the context of an effective HR strategy execution, delegates will examine and understand the role of HR in driving change and fostering a culture of excellence and developing skills to align HR programs and initiatives with the organisation's strategic goals. They will also learn practical techniques for measuring and evaluating HR strategy effectiveness, and explore innovative HR practices and emerging trends in the field.

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

- Understand the principles/attributes of Operational Excellence [according to the Baldrige Excellence Framework] and the benefits of adopting the framework
- Implement HR strategies that drive Operational Excellence and align with evolving business needs and challenges
- Foster a continuous improvement and change culture within HR and use change to drive the cultural transformation.
- Realise the value of adopting the Business Partner model to foster internal and external collaboration
- Understand how emotional intelligence and your behavioural style impacts on your ability to achieve objectives and drive performance.
- Measure and evaluate the impact of HR programmes on organisational performance

KEY TOPICS

- HR strategy execution and its importance in fostering a culture of excellence
- Operational Excellence – principles and attributes, and benefits of adopting the model
- Adapting HR initiatives to evolving business needs.
- Cultural transformation and change management in practice
- Adopting a Business Partner model
- Emotional Intelligence for enhanced relationships, influence, credibility and engagement
- Your behavioural style – impact and adaptation for optimum collaboration and cooperation
- Evaluating HR strategy implementation
- Creating a roadmap for continuous improvement in HR

This is week two of **The Strategic HR Toolkit**.

DURATION	FEE	DATE	VENUE
05 days	£2,650	17 - 21 June 2024	London
		30 September - 04 October 2024	London

"ON DEMAND" COURSES



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WE REWARD LOYALTY

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"Very educative and inspiring lessons learnt. The use of scripture, family, values, personal experiences and reality of critical issues in organisations made a considerable impact on me."

PEACE ABLA FIAWOYIFE, Principle Assistant Clerk, The Parliament of Ghana. A delegate attending Organisational Design Development.



FEATURED TRAINER DR. BUNMI BIU

Bunmi is a strategic business leader with over 20 years of experience in HR, Organisational Development and Change. She has extensive expertise of creating learning and development solutions aligned with institutional strategic objectives.

Bunmi has delivered HR and Leadership training for Crown Agents in the UAE, East Africa, West Africa, the UK and the USA. With a passion for learning, she currently serves as an adjunct faculty at Georgetown University, Washington D.C., where she teaches on the HRM graduate programme.

She holds a Ph.D. in Industrial and Business Studies and is an Associate of the Chartered Insurance Institute (ACCI, UK), as well as a Certified Expert in Microfinance.

STRATEGIC HR BLUEPRINT: POSITIONING HR FOR ORGANISATIONAL SUCCESS

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STRATEGIC HR BLUEPRINT: POSITIONING HR FOR ORGANISATIONAL SUCCESS

NEW

COURSE OUTLINE

An effective HR Strategy is a critical driver of a culture of excellence and a fundamental pre-requisite for any organisation seeking to realise its goals.

This one-week transformative course is ideal for all mid to executive-level managers/leaders looking to optimise organisational and departmental plans and practices, and develop key strategic competencies unlocking their potential as catalysts for organisational change and individual success.

Delegates will learn the art of seamlessly integrating and aligning HR objectives and strategies with their organisation's overarching vision, mission, and strategic goals. From employee attraction to performance management, learning, and development, career management to leadership development and succession management, delegates will explore how each HR practice area contributes to organisational success. Delegates will also examine how a change management strategy, continuous improvement philosophy and learning lessons approach from strategic evaluation, are all essential to a HR strategy that is dynamic and responsive to evolving business needs and objectives.

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

- Understand the value of aligning HR with business vision, mission, and strategy
- Analyse and translate organisational goals into tangible HR initiatives that drive results
- Engage as a Competency Catalyst, identifying critical competencies for organisational success
- Evaluate and fine-tune HR practices for optimal alignment and integration with your organisational strategy
- Develop a Strategic HR Action Blueprint that aligns seamlessly with your organisation's goals
- Act as a Change Management Champion, applying insights gained to developing a Change Management Strategy

KEY TOPICS

- Organisation objectives and strategic HR
- HR Strategy development process and competencies
- Evaluating HR practices - alignment with organisational vision and strategy
- Using HR analytics for data driven decision making
- Transforming business goals into HR goals
- Aligning HR practices, programs and initiatives to the organisation's strategic agenda
- Crafting the HR Strategic Plan
- Developing a Change Management Strategy

This is week one of **The Strategic HR Toolkit**.

DURATION	FEE	DATE	VENUE
05 days	£2,650	10 - 14 June 2024	London
		23 - 27 September 2024	London

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"The training was practical and very relevant to my needs. It has fully met my expectations. Thank you Crown Agents for providing me with life-long skills and knowledge."

JACQUELINE MUSONDA, Director, Support Services, Rural Electrification Authority, Zambia. A delegate attending **Directing and Managing Organisational Strategy**.



FEATURED TRAINERS 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.

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ENSURING EMPLOYEE HEALTH AND WELLBEING AS AN HR LEADER

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ENSURING EMPLOYEE HEALTH AND WELLBEING AS AN HR LEADER

COURSE OUTLINE

For several decades we have been able to prove there is a link between wellbeing, engagement and performance. Employers have seen the benefits of having health and wellbeing on the HR agenda, and organisations have reaped the rewards of high-performing employees.

In the modern world however, there is increasing pressure on people's work and personal lives. Recent surveys indicate rising numbers of employees reporting increased levels of stress and anxiety in the workplace, which have been compounded by financial and health crises, including the COVID-19 pandemic. As a result, wellbeing is now a high priority for HR Leaders.

This five-day course examines the essence of wellbeing, focusing on the 'pillars' developed by the Reward and Employee Benefits Association. The impact of job design, culture and recruitment, along with the recognition and reward processes employees are subject to, will be explored to gauge their impact on wellbeing. The course will also look at a broad range of initiatives that can be developed to improve the health and wellbeing of all employees within your organisation.

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

- Define the meaning of wellbeing and explain the 6 Pillars of Employee Wellbeing
- Understand the different needs of various employees
- Identify the role of HR in addressing issues that impact on employee wellbeing, including HR functional activity
- Understand the value of surveys to provide data on levels of health and wellbeing within your organisation

- Explore areas for improvement within your organisation based on the 6 pillars and start to develop initiatives to improve employee wellbeing
- Empower employees to invest in their own health and wellbeing

KEY TOPICS

- Importance and definition of wellbeing
- Models of wellbeing – REBA's 6 Pillars of Wellbeing
- HR's role and the impact of the working environment on wellbeing
- Assessing wellbeing within your organisation
- Developing initiatives and new ways of working to improve health and wellbeing
- Return on investment – realising the benefits

DURATION	FEE	DATE	VENUE
05 days	£1,950	21 - 25 October 2024	Mauritius

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PLANNING FOR RETIREMENT: MANAGING YOUR LIFESTYLE, LEGACY AND PORTFOLIO

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PLANNING FOR RETIREMENT: MANAGING YOUR LIFESTYLE, LEGACY AND PORTFOLIO

COURSE OUTLINE

Retirement can often appear to be a distant paradise but may also be daunting. The current demands placed upon us leave little time to ponder our retirement, which is essentially the last transition in our lives. Prior planning is therefore an important factor for a successful retirement.

In this highly interactive programme, which draws on the latest tools, support and research into retirement, participants will be taken through a personal transformational journey to help them make the transition and overcome the practical and emotional challenges they will face going into retirement.

This workshop will focus on self-discovery and the personal skills required to make the necessary changes, embrace new activities and achieve a balanced and rewarding lifestyle in retirement. Key insights into all aspects of planning will enable participants to define and manage their legacy, their lifestyle and their portfolio of activities in a financially sustainable way.

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

- Understand their own personality - the way they live their life; what matters to them; how they make decisions and the legacy they leave behind
- Reflect on their career and their unique set of talents, and appreciate their impact on others
- Identify methods of support during this challenging transition
- Consider and plan new ways of being productive and giving back to others
- Understand and use interpersonal skills and behaviours to make their retirement plan work
- Plan to maintain physical health and fitness, and embrace relaxation techniques and a curiosity for learning
- Appreciate the fundamentals of financial planning

KEY TOPICS

- Self-analysis of personality preferences
- Realising your legacy
- Key values and beliefs – reflecting on your career, milestones, talents and retirement drivers
- Dealing with change and seeking support in retirement
- Skills to realise a retirement plan: communication style, influencing, and presentation skills
- Being productive, e.g. through consultancy skills, advisory work, coaching and mentoring, and training work
- Giving back through charity or voluntary work
- Planning leisure time – strategies for health, fitness, relaxation, enjoyment and lifelong learning
- Financial planning: income strategies, budgeting and managing your investment portfolio

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05 days	£2,650	13 - 17 May 2024	London

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JESSICA KITAKULE-MUKUNGU, VP Human Resources, African Development Bank, Cote D'Ivoire.
A delegate attending Succession Planning, Talent and Performance Management.



FEATURED TRAINER MARIA OLDER

Maria is a charismatic and solution-focused facilitator who designs and delivers innovative training that focuses on individuals' needs and their unique learning journey.

Through her extensive international experience, she has an in-depth appreciation of how to bring learning to life.

A highly inspirational leadership and development professional, Maria has over 30 years' experience of delivering pragmatic and practical training across North America, Canada, Europe, Africa and Asia. With a focus on the practical applications of training materials, her coaching style encourages delegates to drive and implement change at both the individual and organisational level.