

# HR Administration Training



**Develop Skills And Techniques To Ensure The Smooth Running Of HR's Administrative Processes**

**An Essential Course For HR Administrators And Assistants**

## On This Course, You Will:

1. **Deliver** a high level of service to both the operational HR team and the wider business
2. **Design** and implement effective HR procedures and administrative systems to support business needs and deliver business results
3. **Provide** administrative support concerning employee matters, ensuring alignment with company values and goals
4. **Produce** all employment related processes including recruitment, selection, training, sickness etc.
5. **Develop** your interpersonal communication skills so that you can successfully deal with difficult situations



South Africa Tel: +27 11 549 5668 | USA Tel: +1 215-240-0803 | Mobile: +27 78 512 0481 Email:

info@oseasonsevents.co.za | Address: Sunninghill Office Park, 12 Peltier Drive, Gauteng

## Course Timings:

Registration will be at 08:00 on Day One. Course sessions will start promptly at 08:30 and end at 15:30. There will be two short breaks for refreshments and lunch will be served at 12:30 of each day's sessions

## Who Should Attend

This course is especially designed and developed for HR professionals requiring specialised knowledge and skills. The course is intended for individuals who are either new or have little experience in HR, but have a keen interest in developing a career in the human resources profession. HR administrators and assistants will certainly benefit from attending the course.

## Course Overview

HR administrators often function as the first point of contact for employee enquiries and requests. This course provides a 'best practice' approach to the key administrative activities and on the practical application of key HR administrative activities. The course leader will provide you with the insight, knowledge and skills to manage potentially sensitive issues and situations with tact, discretion and confidence. Gain an overall understanding of Human Resources as it relates to an organisation's goals and strategic objectives. You will examine the issues of Human Resources Management and its various functions, activities and processes

## Course Outline

### Day One

#### The Role Of HR Administration In Your Organisation

- The role and scope of HR in the organisation
- HR department structure
- HR functions and range of activities
- HR practices, responsibilities and objectives

#### Bringing Creativity To The HR Administration Role

- Creating an awareness of your company's vision, mission and values
- How to ensure staff stay engaged
- Creating a culture of trust

Practical Exercises

#### Advantages And Disadvantages Of HR Systems

- Manual for 5 – 30 people
- Oracle
- SAP

Practical Exercises

#### Developing A "Can Do" Attitude For Your Customers

- How to give your customers what they want
- Selling the benefits of an HR department
- Seeing the larger impact of your role and being a role model
- Reconciling disputes: roles, rights and resources

Practical Exercises

### Day Two

#### The Stages Of Recruitment And Record Keeping

It is important to get recruitment right as it is the people who will make or break your organisation

#### Stage One: Why Should Anyone Want To Work For Your Organisation?

- How/where to find the best people
- Your image and using it to attract the business
- Getting involved in recruitment fairs and sixth form colleges

Practical Exercises

#### Stage Two: Job Analysis

- Planning and conducting the job analysis
- Developing job descriptions and job specifications
- Uses and application of job analysis information

Practical Exercises

#### Stage Three: Things To Do Before And During The Interview

- CVs, application forms, person specifications
- Selecting and administering selection tests
- Processing applications and short-listing candidates

Practical Exercises

#### Stage Four: Interviewing Skills

- Developing guidelines for successful interviewing
- How to prepare
- Using WASP to get you started
- Questions to ask/avoid
- Recording your options

Practical Exercises

#### Stage Five: Record Keeping For Recruitment

- Engagement procedures: contracts of employment and written particulars, references, induction, checklists
- Maternity procedures: maternity leave and pay
- Termination: notice periods, termination reports, exit interviews

Practical Exercises

#### Tracking Key Internal HR Records

- Application form
- Offer of appointment letter
- Medical reports
- Copies of certificates/qualifications
- Security-check reports
- Acceptance of offer letter
- Promotion letters
- Staff reports/appraisal forms
- Disciplinary correspondence
- Salary increment forms
- Appeals/petitions
- Requests and responses regarding special leave
- Change of name documents
- Personal/service record card
- Retirement notifications

## Day Three

### Orientation, Training And Performance Appraisal Orientation

- When should it be done and by whom?
- Documents to give out during orientation
- Cultural awareness training

Practical Exercises

### Carrying Out Training Administration

- Linking training to your business plan
- Training process and methods
- Coordination of training
- Training evaluation and training plans

Practical Exercises

### Developing Training Databases And Building A Resource Library

- Setting up a trainer database
- Building relationships with training consultancies
- Setting up and managing budgets for a resource library

Practical Exercises

### Performance Appraisal

- Administering the performance appraisal process
- Methods for appraising performance
- How to do a fair appraisal when bonus and increments are linked
- Problems of performance appraisal
- Clarifying employee rights – where equal opportunities and discrimination fit in

Practical Exercises

### General Record Keeping

- Maintaining records, systems and libraries
- Security, confidentiality and access to records
- Understanding the audit role in record keeping
- How to prepare updated reports

Practical Exercises

### Summary And Questions

## Day Four

### Developing Interpersonal And Communication Skills Effective Face-To-Face Communication

- Interacting confidently and positively with others
- Using listening and questioning effectively
- Increasing your visibility in the organisation
- How to project the image of HR

Practical Exercises

### Developing Interpersonal Communication Skills In HR

- Understanding what makes people who they are and how to adjust your messages to suit different personality types
- Using the “Personality Triangle” to improve relationships
- Building/maintaining great relationships

Practical Exercises

### How To Use Feedback To Create Awareness And Growth

- Giving and receiving constructive feedback
- How to give developmental feedback
- Measuring your success

Practical Exercises

### Emotional Intelligence (EI) And How To Use It To Give A Great Service – Questionnaire The Power Of Positive Thinking

- Handling conflict to achieve win-win outcomes
- How to motivate yourself and others
- Raising your profile and adding value in a climate of change

Practical Exercises

### Summary And Questions

# Registration Form

PLEASE COMPLETE THIS FORM AND EMAIL BACK TO [INFO@OSEASONSEVENTS.CO.ZA](mailto:INFO@OSEASONSEVENTS.CO.ZA) TO SUCCESSFULLY COMPLETE YOUR BOOKING

Company Name \_\_\_\_\_ Country \_\_\_\_\_

Tel Number: \_\_\_\_\_ Fax: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

(This booking is not valid without a signature)

## DELEGATES DETAILS (PLEASE FILL IN USING BLOCK CAPITALS)

### 1st Delegate Details:

Title	Surname	First Name
Job Title	Email (required)	Telephone

### 2nd Delegate Details:

Title	Surname	First Name
Job Title	Email (required)	Telephone

### 3rd Delegate Details:

Title	Surname	First Name
Job Title	Email (required)	Telephone

## AUTHORIZATION

Title	Surname	First Name
Job Title	Email (required)	Telephone

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

(This booking is not valid without a signature)

## TERMS AND CONDITIONS

**1. Payment Terms:** On the return of the registration form, full payment is required within 10 working days. Payment must be received prior to the conference date O-Seasons Events reserves the right to refuse entry into the conference should full payment not have been received prior to this date. Cancellation will be charged under the term set out below. **2. Cancellations, No shows & Substitutions:** Cancellations received in writing more than 21 days prior to the event being held carry a 50% cancellation fee. Should cancellations be received between 21 days and the date of the event, the full conference fee is payable and non-refundable. Non-payment or non-attendance does not constitute cancellation. No show will be charged the full registration fee. Cash alternatives will not be offered, however, substitutes at no extra charge are welcome. **3. Alterations to advertised package:** O-Seasons Events reserves the right to alter this programme without notice or penalty and in such situations no refunds or part-refunds or alternative offer will be made. Should O-Seasons Events permanently cancel an event, for any reason whatsoever, the Client shall be provided a credit of the equivalent amount paid towards the cancelled event. In the case of a postponed or cancelled event, O-Seasons Events will not be responsible for covering airfare, accommodation, or other travel cost incurred by Clients. **4. Copyright:** All intellectual property rights in the materials distributed by O-Seasons Events in connection with this event are expressly reserved and any unauthorized duplication, publication or distribution is prohibited.

## Bank Details

**Name of account:** O-Seasons Events (PTY) LTD  
**Registration Number:** 2012/060287/07  
**Bank:** The Standard Bank of SA Ltd  
**Branch code:** 001255  
**Branch Name:** Rivonia  
**Account Number:** 370463854  
**Type of acc:** Business Cheque  
**Swift code:** SBZAZAJJ

## Conference Fees

Please select your venue by ticking the boxes below

Please select your options by ticking the boxes below

  
  
  

Conference and Workshop (4 days)

\$ 2,350

Airport Transfer (both ways)

\$ 110

Accommodation Per Night

\$ 110

Optional Tour

\$ 150

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