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| **TRAINING COURSE OUTLINE – Local Enterprise Office Wicklow** | |
| **Course Title:** | A PRACTICAL GUIDE TO EFFECTIVE HR MANAGEMENT FOR SMEs TODAY |
| **Course Duration:** | **Half Day** |
| **Dates:** | Tuesday 15th October 2019 |
| **Venue:** | Wicklow County Campus, Rathnew, Co. Wicklow |
| **Cost:** | €30 |
| **Trainer ‘s Name:** | Niall Glynn |

**BACKGROUND**

As a general statement, most SMEs do not pay sufficient attention to their human resources obligations. Consequently, HR matters only tend to get visibility when things go wrong.

It has never been more important for businesses to recruit and retain the right staff, keep them engaged and motivated to do their best work. With the right talent and development, a Company can not only beat the competition but also grow its market share.

This Workshop focuses on the essential requirements that SMEs need to address in terms of successfully and effectively managing their Human Resources. It also offers practical advice on the following:

* Overview of HR Management today
* Providing a summary of key Employment Legislation
* Developing Core HR policies and procedures (what to watch out for)
* Creating a positive and effective working environment and team culture
* Delivering practical suggestions on how to effectively manage your staff
* Dealing with problem staff, managing under performance and handling conflict

**TRAINING WORKSHOP**

This Workshop is an alternative approach to traditional HR training. It involves several new features and is called “A PRACTICAL GUIDE TO EFFECTIVE HR MANAGEMENT FOR SMEs TODAY”. The format involves running a four-hour training course**.**

**TARGET MARKET:**

* + - SME BUSINESS OWNERS,
    - DIRECTORS
    - SME MANAGERS IN COMPANIES THAT HAVE NO FORMAL HR DEPARTMENT.

**WORKSHOP FOCUS:**

PART ONE - HUMAN RESOURCE MANAGEMENT

PART TWO - EMPLOYMENT LAW AND ITS IMPLICATIONS

PART THREE - PRACTICAL HR FOR SMEs

PART FOUR - EFFECTIVE HR LEADERSHIP & MANAGEMENT

**PART ONE – HUMAN RESOURCE MANAGEMENT TODAY**

* HR WORKSHOP GOALS
* WHAT IS HR MANAGEMENT AND WHY IS IT IMPORTANT TODAY IN BUSINESS?
* SOME RELEVANT FACTS ABOUT HR TODAY
* KEY AND EMERGING AREAS IN HR TOFDAY (what you must know)
* HR LEADERSHIP
* HR SKILLS AND COMPETENCIES
* HR QUESTIONNATE (SELF ASSESSSMENT)

**PART 2 – EMPLOYMENT LAW AND ITS IMPLICATIONS**

* OVERVIEW OF IRISH & EUROPEAN EMPLOYMENT LAW (KEY ACTS)
* UNDERSTANDING IMPLIED AND EXPRESS EMPLOYMENT TERMS
* EMPLOYMENT CONTRACTS
* EMPLOYEE HANDBOOK
* EMPLOYMENT OFFER DOCUMENTATION
* RECENT EMPLOYMENT LAW CHANGES
* TRICKY HR AREAS: GDPR, CCTV, REFERENCES.

**STEP 3 – PRACTICAL HR FOR SMEs (CHECKLISTS)**

* RECRUITMENT & SELECTION (THE HIRING STEPS AND WHAT TO WATCH OUT FOR)
* REWARD AND PAYROLL
* HOW TO CHANGE EMPLOYEE TERMS AND CONDITIONS
* LEARNING AND DEVELOPMENT
* PERFORMANCE MANAGEMENT
* WORKPLACE RELATION COMMISSION (LIST OF SERVICES)
* WORKPLACE RELATION COMMISSION (INSPECTION & ENFORCEMENT)
* EMPLOYMENT CLAIMS & EMPLOYMENT RECORDS
* MANAGING UNDER PERFORMANCE
* TERMINATIONS / DISMISSAL / REDUNDANCY & RESIGNATIONS

**PART FOUR – EFFECTIVE HR LEADERSHIP**

* HR LEADERSHIP REQUIREMENTS
* HR MANAGEMENT (CULTURE)
* HR MANAGEMENT (TEAM)
* ACTIONS FROM TODAY, NEXT STEPS AND TIMELINE
* WICKLOW LEO SUPPORTS AND SERVICES

**WORKSHOP PRESENTER – NIALL GLYNN**

Niall Glynn & Associates Limited are HR Management Specialists with 30+ years’ experience in HR Management.

**THE BENEFITS OF THIS WORKSHOP:**

* EQUIP SMEs WITH A DETAILED UNDERSTANDING OF HR MANAGEMENT
* IDENTIFY THE KEY HR AREAS THAT SMEs MUST MANAGE
* UPSKILL SME LEADERS IN TERMS OF EFFECTIVE HR LEADERSHIP AND MANAGEMENT
* MORE FOCUSED AND GREATER PRODUCTIVE USE OF LEO TIME AND RESOURCES (RESULTING IN THE NEED FOR LESS BUSINESS CLINICS)