



Introduction to Human Resource Management

26-27 October and 4 December 2020 (Three Days)

This Introductory level course will be of particular interest to those who have recently been appointed to a HRM Role or Department. The course has been designed to incorporate current best practice in human resource management and recent developments in employment legislation.



LEARNING OUTCOMES

Upon completion of this programme, participants will have:

- A clear understanding of the broader scope and context of human resource management
- An appreciation of the role of the human resource function
- Knowledge of sources of further information in relation to key areas of human resource management.

COURSE CONTENT

The Introduction to Human Resource Management course will cover the following areas:

THE ROLE AND CONTRIBUTION OF HUMAN RESOURCE MANAGEMENT:

- Understanding Customers and Stakeholders and their Needs and Expectations;
- The Customer Service and Service Delivery Focus of HR Activities;
- Roles and Responsibilities within HR;
- Models of Human Resource Management;
- The Role of Line Managers.

RESOURCING TALENT AND THE HRM ROLE IN RECRUITMENT AND SELECTION:

- Workforce Planning;
- Methods of Selection;
- Ensuring Best Practice in Competency-Based Selection Interviewing;
- The role of Learning and Development in Organisations.

EMPLOYEE ENGAGEMENT AND PERFORMANCE MANAGEMENT AND DEVELOPMENT:

- HR role in developing and supporting Performance Management and Development in Organisations;
- Employee Engagement and Motivation;
- Supporting Change in Organisations.

ESTABLISHING AND MAINTAINING GOOD EMPLOYEE RELATIONS:

- The roles and functions of the Key Employee Relations / Industrial Relations Institutions & Processes;
- Employment Law, including Contracts of Employment, Employer Duties, Equality and Dignity at Work (including Bullying and Harassment and Stress);
- An overview of Grievance & Discipline handling in the workplace.

Introduction to Human Resource Management



Target Audience, Course Leader and Booking Information

WHO IS THIS PROGRAMME FOR?

This programme is aimed at and will be of benefit to:

- An employee who has recently entered into a Human Resource (HR) Role / Department.
- An employee that is working in an HR/Learning & Development administration position and is keen to learn more about the functions of HR.
- An individual who is looking to improve their knowledge on the practices of HR with a thought on entering into the HR stream.
- A college graduate that wants to close the gap between their academic knowledge in HR and practical application.

The course provides a baseline for people that want to further their education in Human Resources, and the Introduction to Human Resource Management is the start, which can lead to Certificate, Diploma and Degree qualifications that are also available at the Institute of Public Administration.

Additionally, this course can offer benefit to organisations by way of providing staff with knowledge and understanding of the role of Line Managers, alignment of business plans and objectives, and how and why performance appraisals are carried out.

Organisations and the HR function will also benefit from their employees understanding the correct policies and procedures of Grievance and Disciplinary procedures.

COURSE LEADER

The course will be lead and delivered by Eoin Smyth from the Institute's HRM Training Unit with contributions from the IPA's HRM Specialist Team and other external HR practitioners, all with extensive experience in the design and delivery of a broad range of HRM training programmes and consultancy projects.

VENUE

This course will take place at the Institute of Public Administration
57-61 Lansdowne Road, Ballsbridge, Dublin D04 TC62. *(next to Lansdowne Road DART Station)*

COURSE FEE

The cost of attendance at this three-day course is €1,215 for Corporate Members of the IPA and €1,350 for others. This fee includes course materials, lunch and refreshments each day.

CANCELLATION POLICY

Please note, that in the event of a cancellation less than 48 working hours before the commencement of a course, a 15% cancellation fee will be charged. Cancellation fee will also apply to non arrivals on the day.

FURTHER INFORMATION | BOOKINGS

For further information or to book a place, please contact the Central Bookings Office (details below) or [Book Online Here](#).

Central Bookings Office | Training and Development Division

Institute of Public Administration | 57-61 Lansdowne Road, Ballsbridge Dublin D04 TC 62

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