



HR Assistant Training Course: Skills Needed for HR Assistant

11 – 15 July 2027
Amman (Jordan)



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Ref: 15211_267303 **Date:** 11 - 15 July 2027 **Location:** Amman (Jordan) **Fees:** 3300 Euro

Introduction:

HR is becoming one of the organization's most critical and strategic functions. To get the most from this area, it would help if you had well-trained and prepared HR staff.

This HR assistant program covers all aspects of the work of a modern HR or Personnel department. It is designed to serve as an introduction to HR for newly appointed HR Assistants or as a refresher for those with two or three deep years of experience in the field.

Delve into human resources with our comprehensive HR assistant certificate program, tailored to equip you with the skills for HR assistant roles in today's marketplace. Gaining HR assistant knowledge, skills, and abilities are the cornerstones of a proficient HR professional.

Technical Skills for HR Assistant:

Embracing the technological aspects of the job is essential. This HR assistant course will focus on the technical skills for HR assistant roles, emphasizing proficiency in HR software, understanding of data analysis, and effective management of digital records. The goal is to ensure that HR assistants are equipped with the skills to navigate the HR domain's digital landscape efficiently.

Targeted Groups:

- HR Personnel.
- HR Assistants.
- HR Admin Assistants.
- Individuals interested in acquiring new skills in HR.

Course Objectives:

At the end of this HR assistant training course, participants will be able to:

- Explain the role and purpose of the HR/Personnel function.
- Develop HR policies that meet the strategic aims of the organization.
- Apply HR practices that fit the needs of the organization.
- Develop a set of HR policies that will reflect the context of the Middle East.
- Adapt the practices currently in place in the West.
- Identify critical issues in their organization that will need to be addressed.
- Develop a high-performance culture.
- Develop a harmonious relationship between HR and the line managers.
- Write a modern HR policy.
- Identify the practices that are appropriate to a particular organization.

Targeted Competencies:

By the end of this HR assistant training program, participants competencies will be able to improve:

- Influence skills.
- Interpersonal skills.
- Listen skills.
- Personal organization.
- Presentation skills.
- Work cooperatively.
- Write skills.
- Plan and organize.
- Relationship building.
- Teamwork.
- Written communication.

Course Content:

Unit 1: HR in Context and Relationship With The Rest of The Organization:

- The Context for HR in the Middle East.
- Absence Management.
- Alcohol and Drug Abuse.
- Assessment Centres.
- Bonus and Incentives.
- Business Travel and Expenses.
- Career Breaks and Sabbaticals.
- Change Management.
- Competency Frameworks.

Unit 2: Employee Relations - Employer of Choice:

- Coaching.
- Codes of conduct.
- Communications.
- Competency Frameworks.
- Consultation.
- Clothing and Dress Codes.
- Disciplinary Procedures.
- Employer of Choice.
- Employee Relations.
- Handling Disciplinary and Grievance Issues.
- Harassment Policies.

Unit 3: Recruitment - Work-Life Balance:

- Recruitment.
- Redundancy.
- Relocation.
- Retention.
- Salary Scales.
- Succession Planning.
- Suggestion Schemes.
- Sick Pay Schemes.
- Training Strategies.
- Union Recognition.
- Work-Life Balance.

Unit 4: Job Evaluation - Performance Management:

- Job Evaluation.
- Leadership Competencies and Development.
- Long Service Awards.
- Merit Reviews.
- Mentoring.
- Nationalization.
- Overtime.
- Performance Management.

Unit 5: E-Learning - Internet and Email Policies:

- E-Learning.
- HR Intranets.
- Employee Assistance Programs.
- Employee Attitude Surveys.
- Equal Opportunities.
- Exit Interviews.
- Giving and Receiving Feedback.
- International Assignments.
- Internet and Email Policies.