MERCURY

Skills for HR Assistants: Human Resources Assistant Certificate

23 – 27 August 2027
Milan (Italy)



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Ref: 3029_279632 **Date:** 23 – 27 August 2027 **Location:** Milan (Italy) **Fees:** 6200 Euro

Introduction

HR is becoming one of any organization's most critical and strategic functions. To fully leverage this area's potential, you need staff in HR who are well-trained and prepared. This human resources assistant training is tailored to provide you with a comprehensive understanding encompassing all facets of the operations of a modern HR or Personnel department.

The HR assistant skills certificate course serves as an invaluable introduction to HR for newly appointed HR Assistants or as an insightful refresher for those with two or three years of service, equipping them with essential HR assistant skills.

How to Become an HR Assistant: The Skills and Training Required

Before learning how to be a human resource assistant, it is important to understand what an HR Assistant does. An assistant in human resources plays a key supporting role in the HR department, handling tasks ranging from administrative responsibilities to employee interactions. Gaining the HR assistant certification through this HR assistant certificate program will validate your proficiency in these areas.

Targeted Groups

- HR personnel.
- HR assistants.
- HR admin assistants.
- This HR assistant skills certificate course is for people interested in acquiring new skills in HR.

Course Objectives

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

- Explain the role and purpose of the HR/personnel function.
- Develop HR policies in alignment with their organization's strategic objectives.
- Implement HR practices that meet their organization's requirements.
- Develop a set of HR policies reflecting the context of the Middle East.
- Adapt Western practices appropriately.
- Identify critical organizational issues needing attention.
- Cultivate a high-performance culture.
- Foster a cooperative relationship between HR and line management.
- Compose modern HR policy.
- Choose practices tailored to their specific organization.

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Targeted Competencies

At the end of this HR assistant skills certificate course, the target competencies will be able to develop:

- Influencing skills.
- Interpersonal skills.
- Listening skills.
- Personal organization.
- Presentation skills.
- Working cooperatively.
- Writing skills.
- Planning and organizing.
- 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 centers.
- Bonus and incentives.
- Business travel and expenses.
- Career breaks and sabbaticals.
- Change management.
- Competency frameworks.

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Unit 2: Employee Relations - Employer of Choice

- Coaching.
- Codes of conduct.
- Communications.
- Competency frameworks.
- Consultation.
- Clothing and dress codes.
- Disciplinary procedure.
- 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.

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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.