MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

Human Resources Management

Grievance Handling and HR Management

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD2564	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course

View Online Course Page

Course Overview

In modern organizations, Human Resources (HR) cannot limit itself to a mere implementation role. Its approach to managing the function needs to expand in order to truly become a strategic partner in the business. This course will help you learn about the tools and techniques used in drafting and developing HR strategies. It will also equip you with the knowledge and skills you need to translate such strategies into actions. Furthermore, the course will enable you to link the HR strategy to that of the organization and provide real value-adding HR solutions that you can present in a language organizational management understands.

Course Outcomes

By the end of the course, participants will be able to:

- List the main cycles in human resources and the critical steps of each
- Define strategic HR management and draft an HR strategy
- Explain the vital Key Performance Indicators (KPIs) which should be constantly monitored in HR
- Assess employee morale and determine a formula for calculating it objectively
- Differentiate between types of turnover and determine how each should be calculated
- Describe the main types of planning and budgeting approaches and how and when to use each

Course Outline / Curriculum

- **The HR business and outside expectations**
  - Incorporating outside expectations into the HR business: focusing on the real business
  - The business of business
  - Business stakeholders and business strategies
  - Waves of HR evolution
  - Six paradoxes facing HR
  - Meeting the six paradoxes
- **The human resource competency model**
  - Observations about the competency approach
  - Evolution of the HR competency model
  - The 21st century HR competency model
  - HR competency domain factors
    - Strategic positioner
    - Credible activist
    - Capability builder
    - Change champion
    - HR innovator and integrator
    - Technology proponent
- **A closer look at the six modern HR competencies**
  - Strategic positioner
    - The meaning of strategic positioner
    - The building blocks of strategic positioner
    - The factors of strategic positioner
  - Credible activist
    - The meaning of credible activist
    - The factors of credible activist
  - Capability builder
    - The meaning of capability builder
    - The factors of capability builder
  - Change champion

        - The meaning of change champion
        - The 'STARME' principles of change sustainability
    - HR innovator and integrator
        - The meaning of HR innovator and integrator
        - The factors that make up the competency
    - Technology proponent
        - The factors of technology proponent

- **Developing yourself**
    - Own your own career
    - Learn about yourself
    - Assess your strengths and weaknesses
    - Create opportunities for growth
    - Conduct projects and experiments
- **Building the effective HR department**
    - Create an HR business plan
    - Align your HR organization with the business organization
    - Provide good HR analytics
- **HR analytics**
    - Managing tomorrow today
    - The meaning and importance of HR analytics
    - Five steps of analytics

Target Audience

Human resources managers and senior professionals, specialists, team leaders, and business partners in the function who seek to broaden their knowledge and improve their skills in the key functions of HR as well as those who are responsible for evaluating HR and its effectiveness in the organization. This course is also suitable for those employees who are targeted for development or promotion within the HR function.

Key Course Benefits

Work-Ready Skills

Delegates leave with practical tools, templatesand methods they canapply immediately atwork.

Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability andservice delivery.

Sponsor-Friendly

This document isdesigned to helpsupervisors, HR units andsponsors approve delegate participation quickly.

ProfessionalRecognition

Delegates receivetraining documentationand a certificate ofcompletion aftersuccessful participation.

Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

Southern Africa

Practical training destinations with strong travel access and delegate support.

Pretoria, South Africa

Vic Falls, Zimbabwe

Livingstone, Zambia

East Africa

Popular regional centres for government, NGO and donor-funded project teams.

Kigali, Rwanda

Kampala, Uganda

Nairob

Zanzibar, Tanzania

West Africa & Islands

Strategic locations for regional networking and executive capacity building.

Accra, Ghana

Port Louis, Mauritius

International Executive Venue

Premium destination training for senior teams and international delegates.

Dubai, United Arab Emirates

Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

Online, E-Learning

Remote Teams

Flexib

Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

Onsite

Custom Dates

Group Training

Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

Register / Apply Online

View Full Course Page

About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training | NGO Capacity Building | Corporate Workshops | Online Learning | Face-to-Face Training | Certifica

Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

Organisation / Department	
Delegate Name(s)	
Approved Course	Grievance Handling and HR Management
Preferred Delivery Mode	☐ Online ☐ Face-to-Face ☐ Organisation-Based Training
Preferred Training Venue / Date	
Estimated Number of Delegates	
Budget / Vote Number	
Contact Person	
Email / Mobile	

Authorised Name _____ Signature / Stamp _____ Date _____