



# INTERNATIONAL ACADEMY OF BUSINESS AND FINANCIAL MANAGEMENT

*Building the world's future leaders in business and finance*

# CHRM™

Certified by the international Academy of Business and Financial Management (IABFM)

Recognised in over **145** countries by **560** training providers,  
universities, colleges and business schools.

## Certified Human Resources Manager



### Benefits of Attending

- Establish a systematic perspective of Human Resource Management and its impact on your organization
- Develop and Implement "best practice" in your organization
- Find out how to develop and implement effective policies and procedures into your organization
- Observe performance management and its links with improving organisational performance
- Learn the importance of training and development and its impact on your organisation's bottom line
- Participate in practical exercises to put your learning into practice

### Who Should Attend?

**This highly practical qualification has been specifically designed for:**

- ❖ Human Resources Specialists, and other HR professionals at all career levels working in the areas of :
  - HR policies and Procedures
  - Employee Relations
  - Employee Communications
  - Personnel Administration

## CHRM™

*This course is designed for everyone who requires either a generalist understanding or an in-depth knowledge of managing HR policies and procedures, and terms and conditions of employment. Many organizations develop ad hoc policies to solve immediate challenges. These policies are reactive to the situation rather than being proactive. Poorly developed policies lead to a lack of focus for both managers and employees. However, more and more employers are taking a proactive approach to the development of policies and procedures creating a "best practice" approach to their overall HR policies*





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**Course Outline**

**Objectives of the Program**

This program will guide you to develop and implement “best practice” in your organisation. You will ensure that your employment contracts and HR manuals meet your business needs, whilst attracting, retaining, engaging and motivating employees. In an increasingly competitive employment environment, when you want to attract and retain high performers, managing your employee relations and communications are increasingly critical tools that form part of your overall HR strategy. This five-day course will cover the key areas of HR policies and procedures so that you adopt best-practice to compete more effectively in the war to attract talent. You will learn how to improve employee engagement whilst developing trust and fairness for both parties in the employer-employee relationship.



**Day One**

**Strategic Human Resources**

- » Overview of the AHRI Model of Excellence
- » Developing global HR strategies to support organizational long and short term business goals and corporate values.
- » Overview of Mc Kinsey 7S Value Based Management Model including identifying various stakeholders
- » Develop measurement systems to evaluate HR's contribution to the achievement of the organizations business goals and ensure HR is seen as a credible business partner.
- » How HR can participate in the development and integration of an organizational culture, core values, ethical standards, philosophy on corporate social responsibility, and employer brand.

**Day Two**

**Global Talent Management**

- » Develop and evaluate global staffing strategies to support organizational business objectives in a culturally and contextually appropriate manner.
- » The importance of Employer Brand in global Talent Management
- » Best practice trends towards international Assignments
- » Developing and writing HR Policies including International Assignment Policy

**Day Three**

**Compensation and Benefits**

- » Development of global compensation strategies aligned to support the organization's business requirements whilst maintaining employee engagement.
- » Compensation Strategies and programs for employees working in each country of operation, including those on long or short term assignments, including home country and local employment.
- » Major factors affecting Employee Engagement

**Day Four**

**Organizational Effectiveness**

- » Organizational structures, programs and processes to effectively develop and engage a globally workforce aligned with the organization's business needs, culture, and values.
- » Process and programs support and manage virtual or geographically dispersed teams
- » Performance Management processes that supports both global and local business objectives, and that are culturally appropriate
- » Global organizational programs and practices (succession, career development and leadership development)
- » Develop and write HR Policies including Talent Management Policy and Retention Policy

**Day Five**

**Workforce Relations and Risk Management**

- » The importance of ensuring all employee and labour relations are compliant with applicable local employment laws, privacy laws, and security laws, anti discrimination and Health and Safety laws.
- » Workforce relations and managing relationships with employee representative groups (unions) as appropriate and applicable.
- » Processes and practices that promote a positive workplace culture (employee recognition programs, constructive discipline and non monetary rewards)
- » Coordination of global risk management, emergency response, and security.
- » Develop and write HR policies including Grievance, Code of Conduct and harassment Policies.

**CHRM Examination**  
*Only those who successfully complete the exam will receive the Certified Human Resources Manager.*