



Palomino Training Solutions  
specialists in corporate training

P O Box 1460, Durbanville, 7551  
Mobile: 082 878 1164, Facsimile: 086 515 7684  
E-mail: [training@palominosa.co.za](mailto:training@palominosa.co.za), Web: [www.palominosa.co.za](http://www.palominosa.co.za)

## HR for the Non HR Manager (2 days)

### Course Overview

**Fact:** *By understanding the basics of HR, managers will successfully be able to manage their team and iron out issues more effectively.*

In today's fast-moving world, many managers and supervisors are expected to deal with some human resource issues. They may be asked to take part in developing job descriptions, sit in on interviews, or take responsibility for discipline. This workshop will introduce those managers to human resource concepts. We will walk you through the hiring process, from performing a skills inventory to conducting the interview; discuss induction; and cover some issues that arise after the hiring (such as discipline).

This workshop includes dynamic trainee/trainer interactions and discussions, written and oral exercises, case studies, reflection, quizzes and a workbook for each participant to take back to the workplace.

### Target Audience

This workshop is designed for supervisors, team leaders and managers who are required to carry Human Resource functions such as recruitment and selection; induction; performance appraisals; and discipline.

### Course Outline

#### SECTION 1: Defining Human Resources

1. The Basics of HR Management
2. Case Study: Expansion Staffing

#### SECTION 2: Skills Inventory

#### SECTION 3: Forecasting

#### SECTION 4: Job Analysis

1. Understanding Job Analysis
2. Performing an Analysis
3. Job Analysis Formats

#### SECTION 5: Job Competencies

#### SECTION 6: Position Profiles/Job Descriptions



**Palomino Training Solutions**  
specialists in corporate training

P O Box 1460, Durbanville, 7551  
Mobile: 082 878 1164, Facsimile: 086 515 7684  
E-mail: [training@palominosa.co.za](mailto:training@palominosa.co.za), Web: [www.palominosa.co.za](http://www.palominosa.co.za)

## **SECTION 7: Do You Really Need to Hire?**

1. Evaluate All Options
2. The Real Cost of Employee Turnover

## **SECTION 8: Finding Candidates**

## **SECTION 9: Advertising Guidelines**

## **SECTION 10: Screening CV's**

## **SECTION 11: Preparing for the Interview**

1. Conducting the Interview
2. History of the Interviewing Process
3. An Objective Interview
4. Basics and Purpose of Behavioural Interviewing
5. Asking Questions
6. Understanding and Developing BDI Questions
7. The Critical Incident Technique

## **SECTION 12: After the Interview**

## **SECTION 13: Employee Orientation**

1. Why Have Orientation?
2. How Did Your Orientation Rate?
3. Problems to Avoid
4. Planning the Orientation Programme

## **SECTION 14: Planning Training**

1. The Training Cycle
2. Internal vs. External Training

## **SECTION 15: Working With External Providers**

## **SECTION 16: Performance Appraisals**

## **SECTION 17: Discipline**

## **SECTION 18: Termination**

1. Letting Staff Go
2. Case Study: How to Fire an Employee?

## **SECTION 19: Exit Interviews**