



PB INSTITUTE OF RESEARCH AND TECHNOLOGY

P.O Box 21457-00100

Nairobi - Kenya

Mobile: +254 721 214 795

Email: info@pebblesinstitute.org

Advanced HR For Non-HR Managers Training Course

Duration: 5 days

On-Site

01 Who Should Attend

- Team Leaders & Supervisors
- Department Heads & Senior Managers
- Project Managers
- Mid-Level Managers transitioning to leadership
- Small Business Owners & Entrepreneurs
- Anyone with Direct Reports
- Professionals seeking to enhance people management skills



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02 About the Course

In today's dynamic workplace, line managers are on the front lines of talent management, employee engagement, and performance optimization, making a sophisticated understanding of human resources principles essential for driving team success and organizational goals. Mastering Advanced HR for Non-HR Managers is absolutely critical for team leaders, department heads, and supervisors across all sectors seeking to enhance their people management skills, navigate complex HR challenges, and build high-performing teams. This essential training course is meticulously designed to equip managers, team leads, project managers, senior supervisors, and anyone with direct reports with the specialized knowledge and practical skills required for implementing effective recruitment and selection processes, conducting performance appraisals and feedback sessions, managing employee relations and conflict resolution, understanding key employment laws and compliance, and fostering a positive and inclusive work environment. Participants will gain a comprehensive understanding of HR best practices, the nuances of motivating diverse teams, the challenges of addressing disciplinary issues, and the critical role of HR-savvy managers in driving productivity, retention, and organizational success. This course emphasizes practical strategies, current international best practices, and real-world case studies pertinent to complex people management scenarios, empowering you to confidently lead and develop your teams.

This people management skills and workforce optimization course is crucial for individuals and institutions striving to move beyond basic managerial duties towards a proactive, strategically informed, and human-centered approach to leading people. Mastering talent development and succession planning techniques, implementing effective strategies for fostering psychological safety and team cohesion, and understanding strategies for managing remote and hybrid workforces are indispensable for mitigating employee turnover, enhancing productivity, optimizing team performance, and ultimately achieving significant advancements in employee satisfaction and organizational excellence. This program offers an unparalleled opportunity to elevate your expertise in strategic people management and HR leadership for non-specialists, positioning you for unparalleled success in building engaged and high-performing teams and driving significant long-term value creation through enhanced employee loyalty, improved operational efficiency, and more resilient and adaptable workforces for the 21st century.



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03 Workshop Objectives

- Master advanced techniques for effective recruitment, selection, and onboarding of top talent.
- Learn sophisticated strategies for performance management, objective setting, and appraisal.
- Develop proficiency in managing complex employee relations issues, conflicts, and grievances.
- Understand key employment laws, regulations, and compliance requirements to mitigate legal risks.
- Explore best practices in employee motivation, engagement, and retention strategies.
- Grasp advanced techniques for fostering a positive, inclusive, and psychologically safe work environment.
- Learn about robust approaches to talent development, training needs assessment, and succession planning.
- Identify the critical role of compensation, benefits, and reward systems in attracting and retaining employees.
- Develop skills in addressing disciplinary actions, terminations, and difficult conversations professionally.
- Analyze ethical considerations and best practices in all aspects of people management.

04 Module Topics

Module 1: Strategic Talent Acquisition for Managers

- ??? Advanced interviewing techniques: behavioral, situational, structured interviews
- ??? Candidate assessment beyond resumes: cultural fit, potential, critical thinking
- ??? Crafting compelling job descriptions and employer branding
- ??? Effective onboarding strategies for long-term retention
- ??? Legal considerations in recruitment and selection: anti-discrimination laws



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Module 2:

Module 3: Advanced Performance Management

- ▶ ??? Setting SMARTer goals and objectives that align with strategic priorities
- ▶ ??? Conducting effective performance reviews: constructive feedback, coaching for growth
- ▶ ??? Managing underperformance: identifying root causes, performance improvement plans
- ▶ ??? Developing performance metrics and KPIs for different roles
- ▶ ??? The role of continuous feedback and 360-degree assessments

Module 4: Employee Relations & Conflict Resolution

- ▶ ??? Strategies for mediating workplace disputes and resolving grievances
- ▶ ??? Handling sensitive employee issues: harassment, discrimination, bullying
- ▶ ??? Conducting effective internal investigations (basic principles)
- ▶ ??? Understanding employee rights and employer responsibilities in conflict situations
- ▶ ??? Building an environment of trust and open communication

Module 5: Employment Law Compliance & Risk Mitigation

- ▶ ??? Overview of key employment laws: fair labor standards, anti-discrimination, health & safety
- ▶ ??? Understanding wrongful termination and employee privacy rights
- ▶ ??? Managing leaves of absence (e.g., FMLA equivalents) and accommodations
- ▶ ??? Mitigating legal risks associated with hiring, managing, and terminating employees
- ▶ ??? Data protection laws related to employee information

Module 6: Employee Engagement & Motivation

- ▶ ??? Theories of motivation and their practical application in the workplace
- ▶ ??? Strategies for boosting employee morale and productivity
- ▶ ??? Recognizing and rewarding performance effectively (beyond just pay)
- ▶ ??? Fostering a sense of purpose and psychological safety in teams
- ▶ ??? Conducting effective stay interviews and employee surveys



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Module 7: Cultivating Inclusive & Diverse Teams

- ??? Understanding unconscious bias and its impact on hiring and management decisions
- ??? Strategies for promoting diversity, equity, and inclusion (DEI) in teams
- ??? Managing multigenerational workforces and cultural differences
- ??? Creating an equitable and respectful work environment
- ??? The business case for diversity and inclusion

Module 8: Talent Development & Succession Planning

- ??? Identifying training needs and developing individualized development plans
- ??? Coaching and mentoring techniques for employee growth
- ??? Succession planning for critical roles within the team/department
- ??? Delegation skills for talent empowerment
- ??? The importance of continuous learning and upskilling

Module 9: Compensation, Benefits & Rewards

- ??? Understanding basic principles of compensation structures and pay equity
- ??? The role of benefits in attracting and retaining talent (health, retirement, wellness)
- ??? Performance-based pay and incentive programs
- ??? Communicating compensation and benefits clearly
- ??? Legal considerations in pay practices

Module 10: Disciplinary Actions & Terminations

- ??? Principles of progressive discipline: documentation, fairness, consistency
- ??? Conducting difficult conversations: disciplinary meetings, performance warnings
- ??? Legal considerations in employee terminations: at-will employment, just cause
- ??? Outplacement services and supporting employees through transition
- ??? Handling resignation processes professionally

Module 11: Managing Remote & Hybrid Workforces



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- ▶ ??? Best practices for leading and motivating remote teams
- ▶ ??? Ensuring clear communication and collaboration in distributed environments
- ▶ ??? Managing performance and productivity for remote workers
- ▶ ??? Legal and HR considerations for remote work arrangements
- ▶ ??? Building team cohesion across geographical boundaries