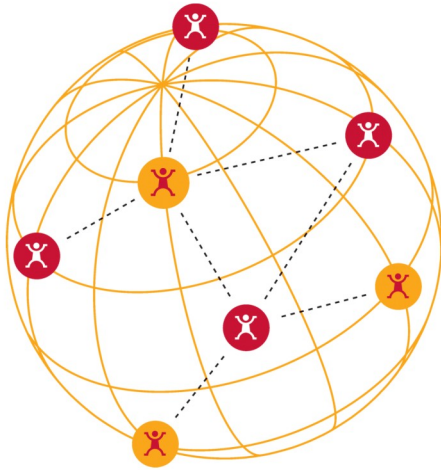


TRAINING PROGRAM OUTLINE



HRM-100E HUMAN RESOURCES MANAGEMENT IN TELECOMMUNICATIONS

DESCRIPTION

A 10-day Training Program to provide participants with the tools and techniques necessary to provide human resources leadership and support services in line with today's competitive and liberalizing environment.

The program provides a practical understanding of the key concepts, activities, issues and trends in human resources management.

OBJECTIVES

- Provide an understanding of current issues and trends in human resources management
- Explain how to operate as a HR business partner in a Telco/Operator environment



TOPICS

- Strategic alignment of HR
- Global compensation (pay, incentives, benefits and pensions)
- Learning and organizational development
 - Corporate culture
 - Change management
 - Training
 - Needs analysis
 - Education programs
 - Performance management
 - Leadership development and succession planning
- Employee relations
 - Labour relations
 - Occupational health and safety
 - Employee communications
 - Diversity/employment equity
 - Employee Assistance Programs (EAP)
- HR policy
- Human Resources Information Systems (HRIS)

TARGET AUDIENCE

- Telecommunications managers and personnel responsible for human resources
- Managers looking to complement their skill-set by gaining a good understanding of human resources management and of how to engage employees in the delivery of business objectives



METHODOLOGY

Our Training Programs combine expert presentations, workshops, case studies and discussions on real-life situations faced by participants. Complete training material is provided to all participants for future reference and follow-up action plans.

LOCATION

Our Training Programs are held at regular intervals in selected cities around the world. Upon request, our expert trainers can lead Training Programs at the location of your choice. If interested, please contact us at training@neotelis.com.

EXPERTISE

Neotelis provides consulting and training services to telecommunications organizations worldwide. Its team of experts has trained thousands of executives and managers working for operators, regulators, policy-makers and governments in over 100 countries around the world.

