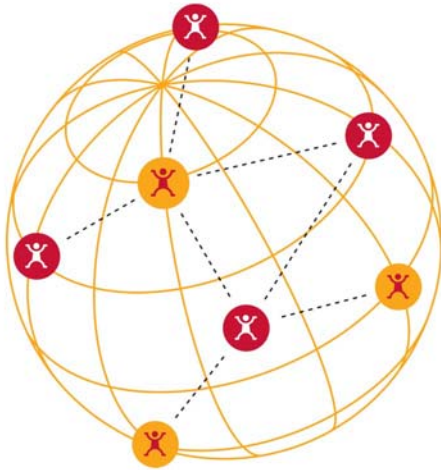


TRAINING PROGRAM OUTLINE



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 (HRM).

OBJECTIVES

- Provide an understanding of current issues and trends in human resources management
- Explain how to successfully operate as a human resources business partner in a telecommunications environment



TOPICS

DAY 1

- The strategic role of Human Resources Management (HRM)
- HRM and technology
- Practical work
 - Running case: introduction
 - Workshop: participants presentation and Organizational Development (OD) practices
 - Experiential exercises: HRM key challenges

DAY 2

- Designing and analyzing jobs
- Human Resources planning
- Practical work
 - Running case: job analysis
 - Workshop: organization presentation
 - Experiential exercises: organization chart and job description

DAY 3

- Recruitment
- Selection
- Practical work
 - Running case: interviewing/staffing
 - Workshop: staffing process
 - Experiential exercises: references and offer letter

DAY 4

- Orientation and training
- Career development
- Practical work
 - Running case: Training & Development (T&D) and orientation
 - Workshop: T&D approaches
 - Experiential exercises: training and succession plan



DAY 5

- Performance appraisal: the key to effective performance management
- The changing legal emphasis: from compliance to valuing diversity
- Practical work
 - Running case: discrimination
 - Workshop: performance evaluation process
 - Experiential exercises: performance rating

DAY 6

- Establishing strategic pay plans
- Pay-for-performance and financial incentives
- Practical work
 - Running case: pay plan
 - Workshop: compensation best practices
 - Experiential exercises: salary survey and recognition

DAY 7

- Employee benefits and services
- Occupational health and safety
- Practical work
 - Running case: benefit plan; Health & Safety (H&S)
 - Workshop: health-care cost control plan; H&S hazards
 - Experiential exercises: available perks

DAY 8

- Fair treatment: the foundation of effective employee relations
- The dynamics of labour relations
- Practical work
 - Running case: fair treatment; union
 - Workshop: reasons for dismissal; non-union relationships
 - Experiential exercises: work violence; employee relations



DAY 9

- Managing Human Resources in a global business
- Practical work
 - Running case: going abroad
 - Workshop: Best HRM practices
 - Experiential exercises: selection and expatriate pay

DAY 10

- Review of key concepts
- Practical work
 - Workshop: HRM review

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.

