## *Practical*
# HR Development Training
# (32 hours)

**Program Overview**

Gain the critical knowledge necessary to help reduce costs, avoid potential lawsuits, and improve your ability to handle challenging HR issues. This program is ideal if you are just starting out in the HR profession, perform HR duties as a part of a non-HR job, or are looking for an effective way to boost your employee management skills. Recently updated content reflects changes in legislation and provides an overview of HR roles and responsibilities.

**Program Objectives**

This program is designed to provide you with the knowledge and skills necessary to:

• Build a solid foundation in human resource management in your organization.
• Discuss key pieces of local legislation that impact your organization and HR.
• Understand the role of the Labor Department on Aruba.
• Improve your employee recruitment and selection process to help avoid legal pitfalls.
• Understand the importance of effectively communicating base pay, incentive compensation, and benefits information to staff at all levels.
• Gain knowledge of employee orientation, onboarding, and training and development.
• Learn the process, methods and purpose of performance appraisals.

**HR Development Training Program Modules**

**Module 1: HR intro**
• HR introduction
• Role of director / Managers
• HR Policy and the organizational effectiveness
• Role of HR Manager

**Module 2: Labor law / Arbeidsrecht**
• Labor contract / Arbeidsovereenkomst
• Labor decrete / Arbeidsverordening
• Safety & health care / Zorgplicht werkgever
• Overtime

**Module 3: Selecting and hiring personnel & training**
• Employee selection process
• Recruitment and selection
• Job analysis & Job description
• Training, skills & competencies program

### Module 4: Sick-Leave / AO – Verzuim management
- ARBO
- Sick-leave procedure
- Warning / sanction policy / Sanctioneringsbeleid
- Reintegration

### Module 5: HR & performance management
- HR Performance management (KPI - Key Performance Indicator)
- Purpose and blue print of performance management
- Creating team alignment and awareness
- Coaching low performers
- Positive feedback and incentive program

### Module 6: A productive work environment
- Understanding individual motivation
- Other factors that affect job performance
- Supervision

### Module 7: Employee motivation & evaluation
- Interview techniques /  Gesprekstechnieken
- Performance appraisal / Functioneringsgesprek
- Assessment interview / Beoordeling personeel

### Module 8: Termination – Ontslag
- Contract termination
- Period of notice termination
- Direct termination
- Disciplinary measurements

The HR development training is based on best practices and will include a **theory** and **practical** part, such as: case studies, interactive workshops, development of hardwired HR procedures and documents, HR communication – interview techniques etc. All participants will receive an online hand-out with relevant information; Aruban Labour Laws, practical HR SOP's and documents for selection and hiring, interview questionnaire and more.

### Organizational Benefits
There are numerous reasons why your organization should invest in this HR development training. Some of these include:

- To improve business performance, productivity and efficiency – helping gain a competitive edge.
- Improvement in employees' skills and knowledge for their current job role.
- Increasing employees' generic skills – i.e. employability skills or key competencies
  (e.g. team work, problem solving, communication).
- Compliance with legal requirements.
- Organizational development – i.e. the fostering of shared attitudes and values,
  change management, creating alignment, etc.
- Talent management and succession planning.
- Employee career development.
- Employee motivation.

# INFORMATION

At the beginning of each class session there will be taken attendance sheets.
Only those participants who are 90% on all attendance sheets may receive a certificate.

*NOTE: To register for this training and in order to successfully implement your organizations HR policy, we kindly invite also your Managing Director / CEO to attend the first module of this training. This will be free of charge.*

**Target group:** HR Policy Makers / CEO's / Directors / HR Managers / HR coordinators / HR teams

**Our facilitators**:

**Gwendy Kock** studied Dutch Law at the Faculty of Law of the Radboud University Nijmegen in the Netherlands with a specialization in Labor Law. Since August 2005 she has been working as a policy officer & legal adviser at the Department of Labor & Research in Aruba.

**Frank Verberne,** (interim-) change manager, strategic business consultant, trainer/coach and entrepreneur for 25 years. He worked for many different small- and big (international) companies in industry, commercial services, health, and government. Since two years, Frank is partner at QESH Services N.V. He provides training and business coaching on the subjects Leading Change, Business Improvement, People Performance and Lean Management.

**David Geelkens,** Managing Partner, Physician in Insurance Medicine & Occupational Health Company, Medwork Caribbean N.V, Aruba.

**Bernd Zalewski**, advisor, trainer and lead auditor for Integrated Management Systems, GreenGlobe Lead Auditor and now for 12 years Director at QESH Services Aruba. He is working for many different middle and big international companies. Living in Aruba since 2008 with more than 20 years of experience in the field of safety, quality, environmental training, consultancy, and certification of management systems. Bernd is committed to continuous improvement with a focus on better business results.

**Weekly classes:** September 8th, 15th, 22nd, 29th, October 6th, 13th, 20th and 27th, 2020.

**Time:**          From 8.30 am till 12.30 pm

**Location:**          QESH Services, Barcadera 135

**Language:**          The course will be conducted in English / Dutch.

**Total cost:**          AWG 2.500,- per person
**Note:**          It is possible to pay later or in installments. Just let us know.

**Includes:**          Online hand-out, HR practical tools, certificate of participation issued
          after training, generic examples, drinks and snacks.