

Course No. 1930

Human Resources Management for Non-HR Managers Training Course

HUMAN RESOURCES MANAGEMENT
HUMAN RESOURCES & TALENT MANAGEMENT

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Human Resources Management for Non-HR Managers Training Course provides managers and business leaders outside the HR function with a practical understanding of the people-management responsibilities they carry in their daily roles. The course focuses on helping managers effectively manage employees, support performance, handle workplace issues, and align people decisions with organizational objectives.

Participants will explore the key principles of human resources management from a manager's perspective, including workforce planning, recruitment and selection, onboarding, performance management, employee development, engagement, communication, employee relations, compensation principles, and workplace conduct. The program emphasizes the practical responsibilities that managers share with HR throughout the employee lifecycle.

The course also addresses how managers can create high-performing teams, provide meaningful feedback, manage underperformance, resolve workplace conflicts, handle difficult employee situations, and support employee wellbeing and engagement. Participants will learn how to distinguish between matters that managers should handle directly and situations that require HR involvement or escalation.

Through practical case studies, role plays, management simulations, and workplace scenarios, participants will develop the confidence and skills required to make sound people-management decisions. The course provides managers with practical tools that can be immediately applied to improve team performance, employee experience, accountability, and organizational effectiveness.

Objectives

- By the end of the course, participants will be able to:
- Explain the fundamental principles of human resources management from a manager's perspective.
- Clarify the roles and responsibilities shared between line managers and HR professionals.
- Apply effective workforce planning and staffing principles within their teams.
- Improve participation in recruitment, selection, and onboarding decisions.
- Set clear performance expectations and manage employee performance effectively.

- Provide constructive feedback and conduct meaningful performance discussions.
- Identify and address performance problems in a fair and structured manner.
- Develop employees through coaching, learning, career support, and delegation.
- Strengthen employee engagement, motivation, and workplace relationships.
- Handle workplace conflicts, complaints, and difficult employee situations professionally.
- Apply HR policies and procedures consistently within their teams.
- Recognize employee relations, conduct, and compliance issues requiring HR involvement.
- Improve communication and collaboration between managers, employees, and HR.
- Support organizational change and maintain team effectiveness during transitions.
- Develop a practical people-management approach aligned with organizational goals.

Who Should Attend

This course is designed for department heads, business unit managers, line managers, supervisors, team leaders, project managers, operations managers, and other professionals who have responsibility for managing employees but are not HR specialists.

It is also suitable for newly appointed managers and experienced managers who want to strengthen their understanding of people management, employee relations, performance management, workforce development, and HR policies and practices.

The program is particularly valuable for organizations seeking to strengthen managerial capability, create greater consistency in people-management practices, improve collaboration between HR and business functions, and ensure that managers can confidently handle everyday employee-related responsibilities.

Learning Outcomes

- By the end of the course, participants will be able to:
- Understand the manager's role throughout the employee lifecycle.
- Work effectively with HR to address workforce and employee matters.
- Participate confidently in recruitment and selection processes.

- Support effective onboarding and integration of new employees.
- Establish clear goals, expectations, and performance standards.
- Conduct effective performance reviews and feedback discussions.
- Identify and manage underperformance appropriately.
- Coach employees and support their professional development.
- Improve team engagement, motivation, and productivity.
- Handle employee conflicts and difficult conversations professionally.
- Apply HR policies consistently and fairly.
- Recognize situations requiring HR advice, intervention, or escalation.
- Support employee relations and workplace conduct requirements.
- Manage people effectively during organizational change.
- Make better people-related decisions using evidence and structured approaches.
- Build a high-performance team culture aligned with organizational objectives.

Course Outline

DAY 01

The Manager's Role in Human Resources Management

- Fundamentals of human resources management for line managers.
- The evolving role of managers in people management.
- Shared responsibilities between managers and HR.
- The employee lifecycle from recruitment to separation.
- Workforce planning and identifying team capability requirements.
- Defining roles, responsibilities, and performance expectations.
- Building effective manager-employee relationships.
- HR policies, procedures, and managerial accountability.
- Ethical and professional considerations in people management.
- Recognizing when HR involvement or escalation is required.

DAY 01 — CONTINUED

PRACTICAL APPLICATION

Map the manager's responsibilities across the employee lifecycle and identify key points requiring collaboration with HR.

DAY 02

Recruitment, Selection, Onboarding and Team Integration

- Understanding workforce and staffing requirements.
- Developing effective job requirements and role expectations.
- Manager participation in recruitment and selection.
- Structured interviewing and candidate assessment.
- Avoiding bias and improving selection decisions.
- Making effective hiring recommendations.
- Onboarding and early employee integration.
- Setting expectations during the first stages of employment.
- Probation management and early performance support.
- Building team inclusion and effective workplace integration.

PRACTICAL APPLICATION

Conduct a simulated interview and develop an onboarding plan for a newly appointed employee.

DAY 03

Performance Management, Feedback and Employee Development

- Principles of effective performance management.
- Setting objectives and measurable performance expectations.
- Aligning individual performance with team and organizational goals.
- Conducting performance reviews.
- Providing constructive and continuous feedback.

DAY 03 — CONTINUED

- Coaching and developing employees.
- Identifying performance gaps and root causes.
- Managing underperformance fairly and consistently.
- Creating individual development plans.
- Supporting learning, career development, and internal mobility.
- Recognizing and rewarding employee contributions.

PRACTICAL APPLICATION

Conduct a simulated performance discussion involving both strong performance and underperformance scenarios.

DAY 04

Employee Relations, Conflict and Difficult Workplace Situations

- Principles of effective employee relations.
- Managing workplace conflict and disagreements.
- Handling complaints and employee concerns.
- Conducting difficult conversations.
- Managing challenging employee behaviors.
- Workplace conduct and disciplinary considerations.
- Attendance, leave, and workplace policy issues.
- Managing grievances and escalating sensitive cases.
- Preventing discrimination, harassment, and inappropriate workplace behavior.
- Maintaining fairness, confidentiality, and professional judgment.
- Knowing when and how to involve HR.

PRACTICAL APPLICATION

Work through realistic employee relations scenarios and determine the appropriate managerial response, HR involvement, and escalation approach.

DAY 05

Engagement, Change Management and Strategic People Leadership

- Building employee engagement and commitment.
- Understanding motivation and employee experience.
- Creating a high-performance team culture.
- Effective communication between managers and employees.
- Managing change and supporting employees through organizational transitions.
- Maintaining performance and morale during periods of uncertainty.
- Workforce capability development and succession considerations.
- Using people data and performance indicators to support managerial decisions.
- Strengthening collaboration between managers and HR.
- Building accountability and trust within teams.
- Developing a practical people-management framework for managers.

FINAL WORKSHOP

Develop an integrated people-management action plan covering recruitment, onboarding, performance, development, engagement, employee relations, conflict management, change leadership, HR collaboration, and continuous team improvement.

Register or Request More Information

Course page: <https://quest-training.com/courses/human-resources-management-for-non-hr-managers-training-course>

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