

Course No. 1927

Strategic Human Resources Management Training Course

**HUMAN RESOURCES MANAGEMENT
HUMAN RESOURCES & TALENT MANAGEMENT**

DURATION

5 Days

LOCATION

Milan, Italy

DELIVERY

Classroom

DATES

19 – 23 Oct 2026



Scheduled Event Details

CITY	Milan, Italy
DATE	19 – 23 Oct 2026
DELIVERY TYPE	Classroom
COURSE FEE	€6,000

Course Overview

The Strategic Human Resources Management Training Course provides an in-depth understanding of strategic human resource management and its critical role in supporting organizational success. The programme focuses on the effective management of human capital while aligning HR strategies, policies, and practices with broader organizational objectives.

The course examines the evolution of modern human resource management and the relationship between strategic HR management and traditional personnel management. Participants will explore the primary activities, responsibilities, and systems of the HR function, together with the professional qualities, knowledge, and capabilities required for effective HR practice.

A major focus of the programme is the development and management of a capable and adaptable workforce. Participants will examine employee resourcing, recruitment and selection, assessment and development centres, aptitude testing and psychometrics, employee references, induction, compensation and benefits, total reward, and approaches to retaining employees.

The programme also addresses performance management within multicultural environments, appraisal systems, 360-degree feedback, employee problems, employee assistance programmes, employment law, equality of opportunity, diversity, workplace dignity, bullying and harassment, grievances, workplace investigations, mediation, exit procedures, and exit interviews.

In addition, participants will explore human resource planning, training and development, integrated HR strategies, HR ethics, professional conduct, and continuing professional development. Practical case studies and applied exercises will enable participants to strengthen their strategic perspective and apply effective HR practices within their organizations.

Objectives

- By the end of the course, participants will be able to:
- Understand strategic human resource management approaches and their organizational significance.
- Describe the role, functions, responsibilities, and activities of the Human Resources Department.
- Analyze the relationship between human resource management and personnel management.
- Apply effective approaches to employee resourcing, recruitment, selection, and induction.
- Evaluate compensation, benefits, reward, and total reward practices.
- Apply appropriate approaches to performance management within multicultural environments.
- Evaluate appraisal systems and the use of 360-degree feedback.
- Manage employee problems and identify appropriate employee support approaches.
- Apply effective practices relating to employee diversity, equality of opportunity, dignity at work, bullying, and harassment.
- Understand human resource planning, training and development, and integrated HR strategies.
- Apply principles of HR ethics, professional conduct, and continuing professional development.
- Strengthen strategic understanding of the HR function and its contribution to organizational performance.

Who Should Attend

This course is designed for HR managers, HR supervisors, HR professionals, and specialists involved in human resource management, personnel administration, employee resourcing, performance management, training and development, and employee support.

It is also suitable for employees and professionals who wish to develop advanced knowledge of strategic human resource management, strengthen their professional profile, and build practical capabilities in modern HR practices.

The programme is particularly relevant to professionals responsible for employee relations, recruitment, reward, performance, HR planning, learning and development, workplace investigations, employee support, and HR policy implementation.

Learning Outcomes

- By the end of the course, participants will be able to:
- Explain the principles and approaches of strategic human resource management.
- Identify the primary activities, responsibilities, and tasks of the HR function.
- Distinguish between human resource management and traditional personnel management.
- Assess workforce requirements and apply effective employee resourcing practices.
- Support recruitment and selection using appropriate assessment approaches.
- Evaluate reward, compensation, benefits, and total reward practices.
- Apply performance management and appraisal approaches in multicultural environments.
- Use 360-degree feedback as part of effective performance appraisal.
- Address employee problems through appropriate support and workplace practices.
- Recognize the importance of employment law, equality, diversity, and workplace dignity.
- Apply appropriate approaches to grievances, workplace investigations, mediation, and exit procedures.
- Contribute effectively to HR planning, training and development, HR ethics, professional conduct, and continuing professional development.
- Targeted Competencies
- Decision-Making and Initiative-Taking.
- Relationship Building and Networking.
- Analytical Thinking and Problem-Solving.
- Business Insight and Professional Acumen.
- Organizational Planning and Execution.
- Goal Achievement and Operational Excellence.
- Human Resource Planning.
- Employee Resourcing and Talent Support.
- Performance Management.
- Employee Relations and Workplace Support.
- HR Ethics and Professional Conduct.
- Effective Use of HR Technology and Systems.

Course Outline

DAY 01

Overview of Human Resource Management and Strategic HR

- Introduction to Human Resource Management.
- Human resource management versus personnel management.
- Primary HR activities, responsibilities, and tasks.
- Introduction to strategic human resource management.
- Personnel jobs, systems, and HR responsibilities.
- Typical HR department structures.
- HR department case study.
- Qualifications and professional study in HR.
- Personal qualities required for HR work.
- The strategic contribution of the HR function.

PRACTICAL APPLICATION

Analyze an HR department structure and identify its key responsibilities, systems, activities, and strategic priorities.

DAY 02

HR Administration and Performance Management

- HR administration and business support.
- Monitoring and reporting.
- Sickness and absence management.
- Absence management case study.
- HR databases and computer systems.
- Security and confidentiality of employee records.
- Performance management in multicultural environments.
- Performance appraisal systems.
- 360-degree feedback.
- Employee disciplinary interviews.

DAY 02 — CONTINUED

- Effective performance management practices.

PRACTICAL APPLICATION

Review a performance management case involving absence, appraisal, employee records, and disciplinary considerations.

DAY 03

Recruiting, Rewarding and Retaining Employees

- Workforce flexibility and the flexible organization.
- Employee resourcing.
- Recruitment and selection.
- Assessment and development centres.
- Aptitude tests and psychometrics.
- Limitations and appropriate use of assessment tools.
- Employee references.
- Induction for new employees.
- Pay and reward.
- Compensation and benefits.
- Total reward concepts.
- Employee retention considerations.

PRACTICAL APPLICATION

Develop an employee resourcing and reward approach covering recruitment, assessment, induction, compensation, benefits, and retention.

DAY 04

Working With and Assisting Employees

- Managing employee problems.
- Employee Assistance Programmes.
- Employment law and HR responsibilities.

DAY 04 — CONTINUED

- Equality of opportunity.
- Employee diversity.
- Dignity at work.
- Bullying and harassment.
- Grievance management.
- Workplace investigations.
- Workplace mediation.
- Exit procedures.
- Exit interviews.

PRACTICAL APPLICATION

Analyze a workplace employee-relations case and determine appropriate approaches to grievance management, investigation, mediation, and employee support.

DAY 05

HR Planning, Learning, Development and HR Ethics

- Understanding learning in the workplace.
- Training and development.
- Human resource planning.
- Integrated HR strategies.
- HR and training and development.
- HR ethics.
- Professional conduct.
- Employee and professional responsibilities.
- Personal action planning.
- Continuing professional development.
- Strengthening strategic HR effectiveness.

DAY 05 — CONTINUED

FINAL WORKSHOP

Develop an integrated HR action plan covering human resource planning, employee resourcing, performance management, employee support, learning and development, HR ethics, professional conduct, and continuing professional development.

Register or Request More Information

Course page: <https://quest-training.com/courses/strategic-human-resources-management-training-course>

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