

## COURSE OVERVIEW HM0050-3D Introduction to HR/HR Fundamentals

### Course Title

Introduction to HR/HR Fundamentals

### Course Date/Venue

Session 1: August 02-04, 2026/Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE

Session 2: October 11-13, 2026/Sur Meeting Room, Royal Tulip Muscat, Muscat, Oman



### Course Reference

HM0050-3D



### Course Duration/Credits

Three days/1.8 CEUs/18 PDHs

### Course Description



***This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using our software tools.***

This course is of value to individuals involved in people management in general and human resource management in particular. The course outlines the linkage between Human resource and the business strategies of an organization. The participants will have practical applications in the identification of the human resource management systems and functions and their interrelationships. The course will touch on the measurement of effectiveness as key success factor of the human resource function and draw analogies with other operational functions within an organization in terms of effect, scope and impact.



The participants will appreciate the complexity of the various influences of culture and multicultural issues on the overall performance of the HR function on the one hand and the company on the other. The participants will explore the various HR strategies and the role that HR has to play and adopt in comparison with that of line management. The course stresses the need for integrates system approach and brings home this integration with reference to benchmarking and audit in terms of policies, competencies, resource optimization, efficiency and effectiveness, productivity, quality, compensation, benefits and performance management.



The participants will have practical case studies to measure the tangible and intangible contribution of the HR function utilizing techniques, tools and methodologies such as the balanced scorecard, six sigma, cost-benefit ratio, return on investment, human asset accounting and other metrics. The courses will conclude with the future challenges facing the HR function in the age of globalization, the multinational giants, multifarious management styles, learning organizations, ever-demanding shareholders and knowledge-based market economy.

### **Course Objectives**

Upon the successful completion of the course, each participant will be able to:-

- Apply systematic skills and techniques on people management essentials
- Identify the overview of human resource management (HR) management, draw a statement of HR functional strategy and measure efficiency and effectiveness
- Determine performance management and identify the critical success factors
- Discuss the tools and techniques of benchmarking and explain the impact of technology in HR standard of achievement and the effect of influence and power of HR through culture and social change
- Explain agility and transparency, contingency planning, group dynamics and power centres and develop the value of strategic management thinking
- Describe the local, regional and international environment and create process model, resource optimization and value criteria and differentiate tangible and intangible components
- Master the level of human competence, distinguish the drivers business success, the role of globalization and the knowledge-based market economy
- Identify the brain drain, improve the learning organization and use the measurement tools and techniques
- Develop cost-benefit ratio, return on investment and analyze the quality as an essential contributor to business success
- Audit the HR function, demonstrate HR structure and develop the HR policies and procedures and use reengineering and process mapping model
- Face challenges and carryout business thinking

### **Exclusive Smart Training Kit - H-STK®**



*Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

### **Who Should Attend**

The course provides an overview of all significant aspects and considerations of people management essentials whether at the strategic, financial, operational, control, service, welfare, material, maintenance, information technology, marketing, logistics, support, audit, or advisory functions.

### Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours

### Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations:

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **1.8 CEUs** (Continuing Education Units) or **18 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

### Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

### Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



**Dr. Chris Le Roux**, PhD, M.Com, B.Com (Hons), PMP, Industrial Psychologist (HPCSA Reg.), PMI-ATP Instructor PMI-PMP, PMI-CAPM Instructor is a **Senior Management Consultant & Project Management Professional** with over **30 years** of combined engineering, managerial, consulting, counseling, and international training experience across Africa, the Middle East, the Gulf region, and Europe. His expertise lies extensively in the areas of **Project & Contracts Management Skills, Project & Construction Management, Project Planning, Scheduling, Cost Control, and Earned Value Management, Project Management (Predictive, Agile, and Hybrid), PMO setup and governance, Project Delivery & Governance Framework, Project Management Practices, Project Management Disciplines, Risk and Contract Management** (including contract development, tendering, dispute resolution, and claims), **Risk Identification Tools & Techniques, Project Life Cycle, Stakeholder Management and Communication, Performance Coaching and Difficult Conversations, Project Management Processes, Project Integration Management, Project Management Plan, Project Work Monitoring & Control, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Quality Assurance, Project Human Resource Management, Project Communications Management, Leadership Orientation Programme, Leadership & Team Development, Psychology of Leadership, Interpersonal Skills & Teamwork, Coaching & Mentoring, Innovation & Creativity, Leadership & Performance Management, Leadership Communication, Leadership Excellence for Senior Management, Supervisory, Leadership, Coaching & Mentoring, Leadership, Communications & Interpersonal Skills, Administrative Leadership Skills, Office Management & Administration Skills, Contract Management, Tender Development, Contract Standards & Laws, Dispute Resolution & Risk Identification, Myers-Briggs Type Indicator (MBTI), Organization Development Consultation, Advanced Debriefing of Emotional Trauma, Interpersonal Motivation, Model Based Interviewing, Coaching & Motivation, Creative Thinking & Problem-Solving Techniques, Emotional Intelligence and Resilience, Presentation Skills, Communication & Interpersonal Skills, Effective Communication & Influencing Skills, Effective Business Writing Skills, Writing Business Documents, Business Writing (Memo & Report Writing), Controlling Your Time & Managing Stress, Crisis Management and Decision-Making Under Pressure; and Customer Experience, Service Excellence, and Negotiation Skills, Strategic Human Resources Management, Change Management and Organizational Development, Human Capital and Talent Management (succession planning, performance management, competency frameworks, and behavioral assessment), Strategic Planning and Execution, Project Risk Analysis & Risk Management, Global Diverse & Virtual Teams Operation, Exceeding Customer Expectations, Corporate Governance Best Practice, Business Performance Management & Improvement, Building Environment of Trust & Commitment, Win-Win Negotiation Strategies, Quality Improvement & Resource Optimization, Neuro Linguistic Programming (NLP), Personal Resilience Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, Career Management, Situation & Behaviour Analysis, Interpersonal Motivation Skills, Inventory Management and Financial Administration. Further, he has also led or supported Training Needs Analyses (TNA), large-scale capability development programs, and leadership pipelines for technical, operational, and graduate employees.**

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Training & Development General Manager, Departmental Head (Electrical), Project Manager, Account Manager, Commercial Sales Manager, Manager, Sales Engineer, Project Specialist, Psychology Practitioner, Senior Consultant/Trainer, Business Consultant, Assistant Chief Education Specialist, ASI Coordinator, Part-time Lecturer/Trainer, PMP & Scrum Trainer, Assessor & Moderator, Team Leader, Departmental Head, Senior HR Consultant, Senior Lecturer / Academic Supervisor, Technical Instructor/Qualifying Technician, Apprentice Electrician: Signals, International Trainer, and Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars and CBM Training.

Dr. Le Roux has a **PhD in Leadership in Performance & Change**, a **Master's degree in Human Resource Management**, a **Bachelor's degree (with Honours) in Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Qualified Electrical & Mechanical Engineering** from **Germiston College, South Africa**. Further, he is a **Certified Project Management Professional (PMP)**, a **PMI Authorized Training Partner (ATP) Instructor**, a **Certified Associate in Project Management (PMI-CAPM)**, a **Certified Scrum Master Trainer** by the VMEdu, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**. Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator, Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

### Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

### Learning Design & Customization

This course can be customized to the exact requirements of clients. Haward Technology is so proud of our huge capabilities in tailoring our courses to the training needs of our valued clients.

### Course Fee

**US\$ 3,750** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

### Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

#### **Day 1**

0730 – 0800	<i>Registration &amp; Coffee</i>
0800 – 0815	<i>Welcome &amp; Introduction</i>
0815 – 0830	<b>PRE-TEST</b>
0830 – 0900	<b><i>An Overview of Human Resource (HR) Management</i></b> <i>The Measurement of Efficiency &amp; Effectiveness • Performance Management • Critical Success Factors</i>
0900 – 0915	<b><i>Differences Between Managing People &amp; Leading Them</i></b> <i>Neither is - Better than the Other, Both are Needed in Different Situations</i>
0915 - 0930	<i>Break</i>
0930 – 1100	<b><i>Managing People Performance</i></b> <i>Goals and Objective Setting • Performance Monitoring • Appraisal Conversations</i>
1100 - 1200	<b><i>Managing People Development</i></b> <i>Development Conversations • Personnel Development Planning</i>
1200 - 1215	<i>Break</i>
1215 – 1330	<b><i>Managing People New to the Team</i></b> <i>Behavioral Interviews (For Selecting New Team Members) • Inducting New Team Members</i>
1330 – 1420	<b><i>Managing Team Meetings</i></b>
1420 - 1430	<b>Recap</b>
1430	<i>Lunch &amp; End of Day One</i>

**Day 2**

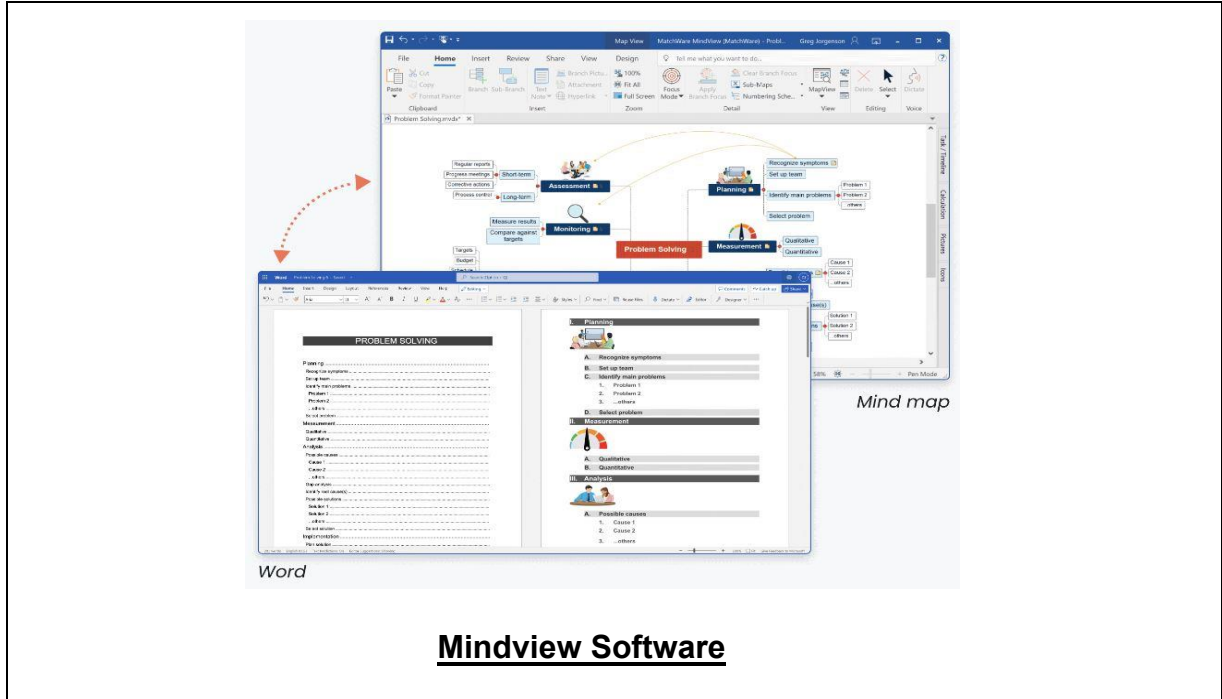
0730 – 0830	<b>People Management Styles</b> Different Management Styles • Choosing the Right Style for the Person/Situation
0830 – 0900	<b>Managing Delegation</b>
0900 - 0915	Break
0915 – 1000	<b>People Management Planning</b>
1000 – 1200	<b>Benchmarking Tools and Techniques</b> How Does Technology Impact the HR Standards of Achievement? • How Does Culture & Social Change Affect the Influence & Power of HR? • Organizational Behavior • Agility & Transparency
1200 – 1215	Break
1215 – 1420	<b>Contingency Planning</b> Group Dynamics & Power Centres • Value of Strategic Management Thinking • The Local, Regional & International Environment • Case Study, Exercise or Video Show
1420 - 1430	<b>Recap</b>
1430	Lunch & End of Day Two

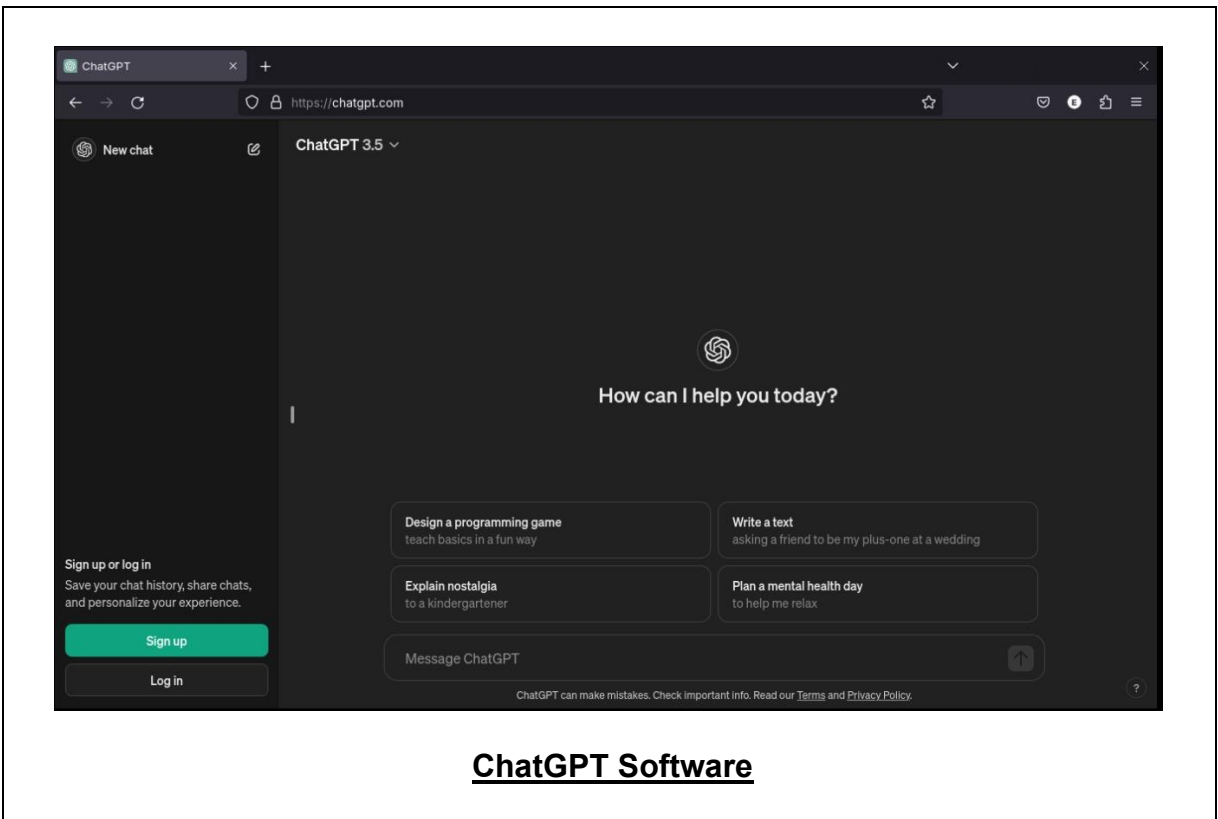
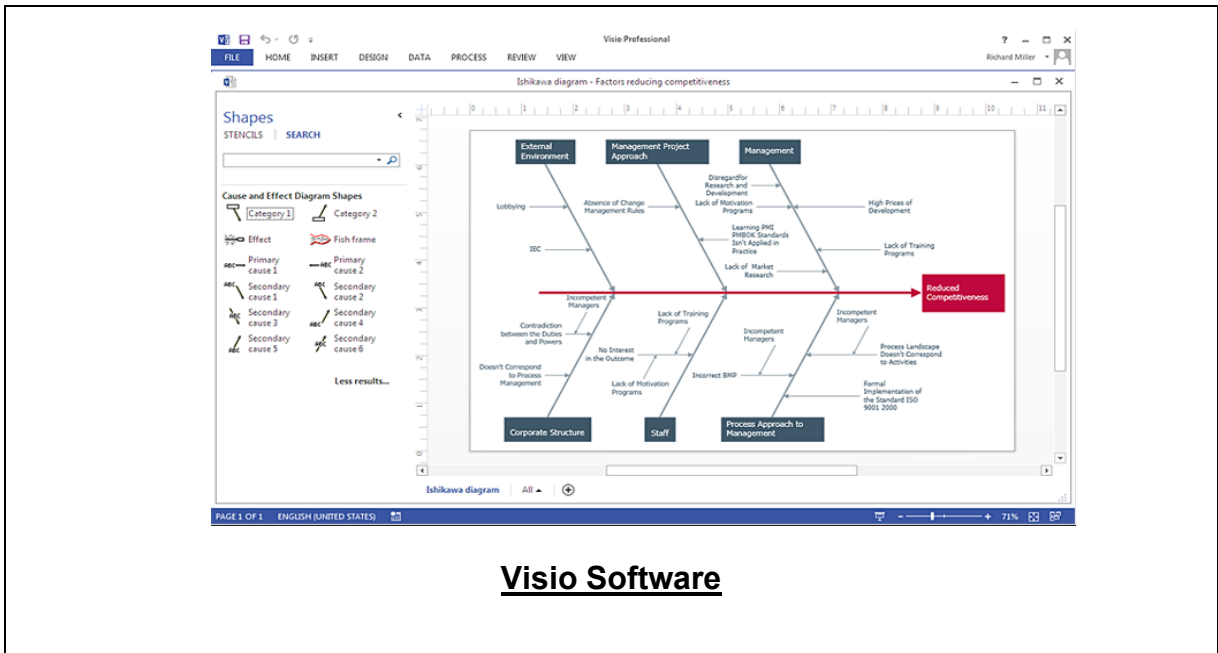
**Day 3**

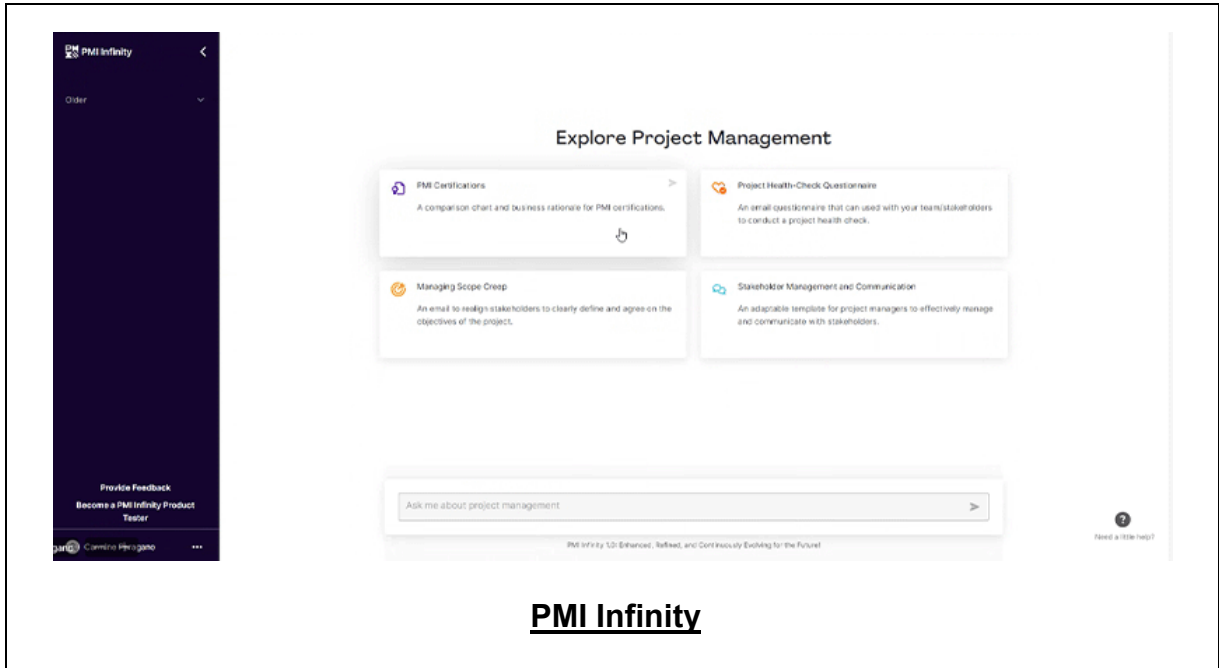
0730 - 0800	<b>Creativity Process Model</b> Resource Optimization • The Value Criteria • The Tangible & Intangible Components • The Human Competence Mastery Level
0800 – 0900	<b>The Drivers of Business Success</b> The Role of Globalization • The Knowledge-Based Market Economy
0900 – 0915	Break
0915 – 1030	<b>The Brain Drain</b> The Learning Organization • Measurement Tools & Techniques • Cost-Benefit Ratio • The Return on Investment • Case Study, Exercise or Video Show
1030 – 1200	<b>Quality as an Essential Contributor to Business Success</b> Auditing The HR Function • The HR Specialist as an Internal Consultant
1200 - 1215	Break
1215 – 1345	<b>HR Structure</b> Developing the HR Policies & Procedure – Job Evaluations • Reengineering and Process Mapping Model • The Challenges • Business Thinking • A Total Review of Course Themes • Summary of Learning Points • The Personal Implementation Plan • Case Study, Exercise or Video Show
1345 – 1400	<b>Course Conclusion</b>
1400 - 1415	<b>POST TEST</b>
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course

## Software Tools Demonstration

Practical sessions will be demonstrated through software tools during the course for delegates. Delegates will have an opportunity to understand the exercises using the “Mindview Software”, “Visio Software”, “ChatGPT” and “PMI Infinity”.







**Course Coordinator**

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