

HOT – Henkilöstötyötä oman toimen ohella ***Work in Human Resources in Addition to Other Duties***

Human Resources in a nutshell. The latest information and best practices.

First session: 15 – 16 February 2011

Second session: 25 March 2011

Third session: 29 April 2011

Infor's HOT (Work in Human Resources in addition to Other Duties) is a practical training program for those of you who are in charge of HR in addition to your regular duties. The intensive training program covers the key areas of HR from personnel administration to organisational communication. Half-day training sessions with different themes are run by accomplished and popular trainers.

For Whom

The training is suitable for those of you working in HR, in particular personnel development, in addition to your regular duties and wish to deepen and expand your professional competence.

You may be any of the following: a Controller; Administrative Manager; Production Manager; Quality Control Manager; Office Manager; Supervisor; one of the key personnel in an expert organisation; Managing Director; Deputy Managing Director in the SME sector; Personal Assistant; or a Training Assistant. The training also befits those who have already managed HR tasks, to upgrade their skills.

Benefits

- you will bring your essential HR skills up to speed fast and effortlessly
- you will gain insight into how to develop HR issues in your organisation, and how to implement efficient HR models
- you can compare best practices and learn new things
- you will be able to network with experts and colleagues
- you will receive high-quality course materials and a book package that will be useful to you even after the training

Learning Methods and Materials

Learning methods consist of interactive lectures, conversations, and small group discussions. The value of the training is further enhanced by the book package published by Infor valued at approximately €200.

Programme

Training sessions begin at 8:30 with morning coffee, and finish at 16:00.

First session: 15-16 February 2011

Efficient Personnel Administration (PA)

- HR strategies and policies
- Roles and responsibilities of PA
- Processes and indicators of PA
- Organisation of PA
- HR services – In-house or outsourced

Recruitment

- HR planning
- Recruitment
- Induction

Labour Law Reforms

- Act on Co-operation within Undertakings
- Equal Opportunity Act
- Annual Holidays Act
- Act on the Protection of Privacy in Working Life
- Labour conflict resolution

Work as Part of Holistic Wellbeing

- What will constitute job satisfaction in the future?
- Holistic wellbeing and its components
- Integration of holistic and individualistic aspects in a wellbeing programme
- How to guarantee wellbeing in changing situations
- Own resilience in the HR role

Second session: 25 March 2011

Performance Management

- Performance appraisal interviews
- Performance and potential appraisal
- Succession planning
- Feedback
- Employee Reward Systems

Skill Management and Development

- Skills and competitive competence
- Latest research data
- Examples of skills appraisal and measurement
- Personal development and education plans
- Methods and tools for developing competence
- Supporting supervisors in skill management and development
- The role of HR

Third session: 29 April 2011

Organisational communication

- Purpose of communication
- Change in organisational communication
- Communication in an expert and a production organisation
- Collaboration between Communications and HR
- Communication in a crisis and rapidly changing situations

Interaction yields results

- Influencing interpersonal communication at work
- Interaction between supervisor and employee
- Raising difficult issues at work
- Reciprocal feedback
- Assertive communication style
- Active listening

Lecturers

Managing Director **Anne Haggren**, Virvo Oy

Director **Pekka Hotti**, Chemical Industry Federation of Finland

Development Manager **Hanna-Maria Hult**, ActPRO Oy

Managing Director **Harri Hämäläinen**, Profos Consulting Oy

Professor, Docent in Organizational Communication and Public Relations **Elisa Juholin**

Managing Director, Trainer, Consultant **Pirjo Puhakka**, Epetto Oy

Communication Trainer **Päivi Yli-Kokko**

Training venue

The training will take place at Infor's Navigator training facilities, at Eteläinen Makasiinikatu 4 (street level) in Helsinki.

Expenses

The participation fee is €2,150 (+ VAT 23%). The fee includes course materials, books, lunch, and refreshments during breaks.

Registration and further information

Registration by Monday 31 January 2011 at www.infor.fi.

Further information:

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Cancellation policy: Cancellations received after the stated deadline are subject to a cancellation fee of 50 percent of the total fee. No refund will be issued on cancellations made two days or less prior to the start of the training. A penalty is charged for postponing the training. You may inquire about cancellations after the deadline.

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Best in training - feedback from participants

- I gained a comprehensive cross-sectional insight into HR matters just as I had hoped for.
- The entire material was extensive, interesting and sufficiently practical.
- I gained a factual basis for issues on which I had a somewhat vague idea.
- I should have attended earlier.
- The lecturers were well chosen and professional; true pros who knew what they were talking about.
- The compact package contained a lot of important information pertaining to my work.
- I gained a huge amount of new information and tools to manage and improve my duties.
- The exchange of experience and information with colleagues and good new network.
- The whole training package would receive a school grade of excellent 9-.

Infor

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