informatech



informatech
CERTIFIED
GLOBAL
LEADERSHIP
CONSULTANTS

HUMAN RESOURCES AND TRAINING | HRT-046

Professional Skills for Human Resources Management

UK
+44 33 000 111 90
info@informatech.co.uk
https://informatech.uk
63-66 Hatton Garden Hatton Garden
EC1N 8LE , London

NL
+31 85 74 444 46
info@infomatech.nl
https://infomatech.nl
Waarderweg 50 - 2031PB
Haarlem - Netherlands



Course content

Why Attend

Why Attend Human Resources professionals need more than technical knowledge to succeed. Strong communication, leadership, problem-solving, relationship management, and decision-making skills are essential for supporting employees and driving organizational success. This course helps participants strengthen the professional skills required to perform effectively and build credibility as HR leaders.

Course Methodology This course uses an interactive and practical approach through presentations, case studies, group discussions, role plays, workplace scenarios, self-assessments, and practical exercises.

Course Objectives

- Strengthen professional HR communication skills
- Improve problem-solving and decision-making abilities
- Build confidence in handling employee matters
- Enhance relationship management across departments
- Develop leadership and influence skills
- Improve time management and organization skills
- Handle conflict professionally and effectively
- Build a professional HR mindset and presence

Target Audience

- HR Professionals
- HR Officers
- HR Managers
- Recruitment Staff
- Employee Relations Officers
- Supervisors with HR responsibilities



Course content

Target Audience

• Anyone working in Human Resources

Target Competencies

• Communication Skills

• Leadership Skills

• Conflict Resolution

• Problem Solving

• Time Management

• Relationship Management

• Professional Presence

• Decision-Making

Course outline

Day 1: Professional Role of HR Management

• Modern role of HR professionals

• Building credibility and trust

• Ethical behavior in HR practice

• Professional image and conduct

• Understanding internal customer needs

• Key challenges facing HR teams

Day 2: Communication and Relationship Skills

• Effective verbal communication

• Professional written communication



Course content

Course outline

- Active listening techniques
- Building strong workplace relationships
- Influencing managers and employees
- Managing difficult conversations

Day 3: Problem Solving and Conflict Management

- Structured problem-solving methods
- Root cause analysis basics
- Handling employee complaints professionally
- Conflict resolution strategies
- Negotiation techniques for HR professionals
- Making fair and balanced decisions

Day 4: Leadership and Personal Effectiveness

- Leadership styles for HR managers
- Taking initiative and ownership
- Time management and prioritization
- Managing pressure and deadlines
- Building resilience and confidence
- Coaching and supporting others

Day 5: Strategic Contribution of HR Professionals

- Thinking strategically in HR roles
- Supporting change initiatives
- Using data for better decisions



Course content

Course outline

- Continuous improvement in HR services
- Personal development planning for HR careers
- Final workshop: Build your HR professional growth plan



Seminar dates

Available seminar dates

Live dates and pricing for Professional Skills for Human Resources Management generated from the course details page.

Date	Location	Format	Fee
9 - 13 November 2026	Paris - France	Classroom	**€3,600.-**
14 - 18 December 2026	Barcelona - Spain	Classroom	**€3,400.-**
18 - 22 January 2027	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
15 - 19 February 2027	Dubai - UAE	Classroom	**€2,040.-**
15 - 19 March 2027	London - U.K	Classroom	**€3,360.-**
19 - 23 April 2027	Munich - Germany	Classroom	**€3,400.-**
17 - 21 May 2027	Barcelona - Spain	Classroom	**€3,080.-**
21 - 25 June 2027	Paris - France	Classroom	**€3,600.-**
19 - 23 July 2027	Barcelona - Spain	Classroom	**€3,080.-**
16 - 20 August 2027	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
20 - 24 September 2027	Dubai - UAE	Classroom	**€3,400.-**
18 - 22 October 2027	London - U.K	Classroom	**€3,360.-**
15 - 19 November 2027	Munich - Germany	Classroom	**€3,400.-**
20 - 24 December 2027	Barcelona - Spain	Classroom	**€3,080.-**

Live online option	Online delivery is available at €1,850.-.