

Informa Connect

Academy



Certificate in HR Policies & Procedures

Create sound HR policies and procedures from scratch or update and modify existing ones.

Course Level: Intermediate



Duration: Four Days
Attend In-Person or Live Digital

In partnership with



EARN UP TO 24 CPD POINTS

Course Information

Course Overview

“If you don’t know where you are going, you will probably end up somewhere else.” – Laurence Peter

No formal organisation can exist and function well without a set of guidelines that express how the management intends to manage people and what is expected of employees in the workplace, and how. Such guidelines include HR policies and procedures. Without such policies, there are dangers of arbitrary decision-making that can demotivate both managers and staff and hinder the whole organisation’s performance.

This course will dissect the HR Policies and Procedures Manual as an independent topic in human resource management in order to give it the weight it deserves as a tool in guiding human resource decisions in an organisation. You will a number of important areas in an attempt to understand why managers and employees need policies. You will identify key HR management functions that require explicit policies. You will also learn a variety of tools, techniques and methodologies whereby policies are identified, researched, formatted, written, approved, published, distributed, communicated and maintained.

Course Methodology

Throughout the course, you will tackle a multitude of questions that will create a continuum of progress from the tactical to the strategic side of policy development. You will also work on a series of case study applications (from GCC and Asia-based companies) to ensure the direct transfer of skills and information and relevant practical experience. All throughout, you will adopt practical approaches, tools and techniques to enable you to effectively and efficiently develop, improve, maintain and update your HR manuals.

Key Benefits of Learning

- **Identify** and analyse HR policies and procedures for optimal business impact
- **Design** and format an appropriate handbook for construction, communication, review and update of policies and procedures
- **Develop**, communicate and maintain clear, fair and effective HR policies and procedures for improved organisational performance

Education Partner



Established in 1996, The CPD Certification Service is the independent CPD accreditation centre working across all sectors, disciplines and further learning applications and supports policies of institutional and professional organisations globally.

CPD is the term used to describe the learning activities professionals engage in to develop and enhance their abilities and keep skills and knowledge up-to-date.

This course is an accredited Continuing Professional Development (CPD) training which means it meets CPD standards and benchmarks. The learning value has been scrutinised to ensure integrity and quality.

Course Information

Who Should Attend

HR professionals, at all career levels, responsible for developing HR policies and procedures. Also, HR and OD managers who have a need to improve their skills in developing/writing HR policies and procedures.

Requirements and Certificates

Delegates must meet two criteria to be eligible for an Informa Connect Academy Certificate of Completion:

- **Satisfactory attendance** - Delegates must attend all sessions of the course. Delegates who miss more than 2 hours of the course sessions will not be eligible to sit the course assessment
- **Successful completion of the course assessment** - Assessments will be ongoing and based on in-class participation and activities

Delegates who do not meet these criteria will receive an Informa Connect Academy Certificate of Attendance. If delegates have not attended all sessions, the certificate will clearly state the number of hours attended.

Course Outcomes

You will walk away from this workshop with the knowledge and skills needed to develop and complete your own HR policy in-house. If outsourced, you will ensure it is developed and written in accordance to your organisation's needs.



Meet Your Course Director

Mostafa Azzam



*Executive Director, TALENT®
Award-winning Speaker & Writer
HCI Senior Faculty & Instructor
SHRM Global Consultant & Facilitator
Franklin Covey® Authorised Facilitator
Informa Connect Regional Consultant & Facilitator
Executive Faculty, American University in Cairo (AUC)
'Top 5 HR Influencers Shaping the Future of HR in the UAE'
'Top 50 Global HR Thought Leaders You Must Follow in 2023'
'Top 60 Global HR Tech Influencers to Follow this Year'*

Mostafa Azzam is a global consultant With over 30 years of experience in leading and transforming human capital functions across various industries and regions, Mostafa is a master of unlocking the potential of people and organisations. He is an internationally acclaimed Facilitator, Keynote Speaker and Conference Chair. He is also certified SHRM Consultant and Facilitator, an HCI Senior Instructor and Faculty, an Informa Consultant and Facilitator, and a Franklin Covey Authorised Trainer. Mostafa is also an Adjunct Faculty at the American University in Cairo, an award-winning Leadership Coach, a seasoned Transformation Consultant, and a prolific HR Writer and Influencer. Mostafa is widely recognised as a thought leader and globally respected authority on the Future of Work, the Workplace, and the Workforce. He is a renowned expert in Digital Transformation, Digital HR, Strategic HR Transformation, Strategic Workforce Planning, People Analytics, Talent Management, L&D, OD and Leadership Development. He has helped countless practitioners and global organisations embrace data-driven analytics and digital transformation to achieve excellence, sustainability, and innovation. He has unique expertise in designing and managing transformational leadership development programmes for major industry players undergoing seismic transformation shifts.

Mostafa's thought leadership and global influence have earned him numerous awards and accolades, most notably:

- Top 5 HR Influencers Shaping the Future of HR in the UAE
- Top 50 Global HR Thought Leaders You Must Follow in 2023
- Top 100 Global HR Analytics Influencers to Watch this Year
- Top 7 Global HR Analytics Experts HR Professionals Should Follow in 2022
- Top 60 Global HR Tech Influencers to Follow this Year
- Top 100 Most Talented Global L&D Leaders in 2023



Meet Your Course Director



Testimonials:

"Mostafa is one of the best HR experts in the world!"

Executive Chairman & CEO –Stantec (MWH), USA

"Mostafa is one of the finest HR professionals I have known. He is a champion facilitator & a prolific speaker. I can safely say he is one of the finest speakers in the region."

**Head of Training & Development –
QatarGas, Qatar**

"Learning from Mostafa is an awesome experience. His approach is intellectually challenging and engaging. He uses his achievements & experiences to bring out the best in his participants. As an HRD professional, I wish I could be like him."

**Head of Learning, Development & Employee Engagement –
FPH Corp. and First Gen Corp., Philippines**

"Mostafa has a unique approach to making a wonderful learning experience of modern HR concepts and trends. He is impressive in connecting the theory to the application in an enjoyable and engaging environment, giving real-life examples that talk the language of his clients and extend the experience into the business environment. I was lucky to have this experience with him and highly recommend him as a People Development Strategic Partner."

Group HR/OD Director – TAMER, Saudi Arabia



Course Outline

Introduction

- Course objectives
- Course agenda
- Setting expectations

Laying the Groundwork

- Opening case study
- The HR function, its divisions, responsibilities and strategies
- Defining HR policies
- The differences between policies, guidelines, procedures and processes
- Policies and organisational culture
- The purpose behind HR policies and procedures, and why you need them
- Total objectivity – Appropriate ambiguity!
- Written vs. unwritten policies and procedures
- The key elements of HR policies and procedures and what to include
- People, economic, risk and operational perspectives
- WIIFT
- Dos and don'ts

Action Learning

- Conduct a comparative summary of policies and procedures
- Conduct a subjectivity checklist
- Conduct a level of detail checklist

Workflow Management/Business Process Re-engineering

- Flowcharting – The RACI method
- Process flow design and documentation (discovery mapping; process realisation; metrics and analytics)
- Introduction to IBM BlueWorks business process management software

Action Learning

- Develop a generic process flowchart
- Design a complete HR discovery and process map with reference to IBM BlueWorks

Key HR Policies and Procedures

Reviews, Considerations, Procedures, and Samples

- The basics
- Internal selection
- External selection
- Terms of employment
- Compensation
- Benefits
- Time away from work
- Equal and fair treatment
- Attendance
- Training and development
- Performance evaluation
- Performance improvement
- Code of business conduct
- Employee grievance resolution
- Termination
- Other policies and procedures

Course Outline

Action Learning

Case Study 1: Dissect HR policies and operating procedures of major GCC governmental industry pace-setting leaders to benchmark current GCC best practices with own organisational practices.

Case Study 2: Review the HR policies of a major multinational organisation featured in the list of “Best Companies to Work for in Asia” to unravel their EVP, understand how their policies may have contributed to such a distinguished listing and pay close attention to how they developed unique HR metrics to define, track and measure the effectiveness of their HR function.

Defining the Process

- Ask yourself 3 questions
- Policy design/formulation process
- Simplified representation
- Detailed plan of action

Analysing the Organisational Needs

- Surveying the HR policies and procedures your organisation requires
- (Mandatory and Non-Mandatory)
- Analysing
- Prioritising
- Checking
- Approving

Action Learning

- Conduct an HR policies and procedures review
- Conduct an HR policy information gathering meeting
- Conduct an HR policies and procedures prioritisation exercise

Checking Compliance

- Laws
- Regulations
- Standards

Action Learning

- Case study

Rolling Up Your Sleeves!

Writing HR Policies and Procedures

- Gathering information
- Applying appropriate writing techniques
- Identifying pitfalls to avoid when writing

Action Learning

Designing a Template Format

- What format you should use
- Page layout
- Format options
- Combining formats: hybrids

Action Learning

Course Outline

Designing a Template Format

- Creating a great policy manual
- Setting the stage
- Creating visual appeal
- Being consistent
- Level of detail
- Elements of design
- Elements of production

Action Learning

Reviewing Your Work

- Verification
- Validation
- Editing
- Proofreading
- Obtaining approvals

Action Learning

Administering Your Manual

Developing a Communications Strategy

- Define communication
- Communication methods
- Establishing a communication strategy

Measuring Your Policies

Developing HR Metrics to Track the Effectiveness of Your Policies

- Human resources accountability
- People capability



Certificate in HR Policies & Procedures

APPLY
NOW

Attend In-Person	Attend Live Digital
US\$ 5,445	US\$ 3,025

Pricing excludes 5% VAT, charged where applicable.

[To Register Click Here](#)

For Special Offers And Discounts:

Call: +971 55 176 0524
Email: MEenquiries@informa.com
Visit Website: www.informa-mea.com/training/special-offers

Want To Run This Course In-Company?

Call: +971 4 407 2624
Email: cts@informa.com

ABOUT INFORMA CONNECT ACADEMY

Informa Connect
Academy

Informa Connect Academy is a premier provider of global education and training solutions that caters to a diverse range of professionals, industries, and educational partners. We are dedicated to promoting lifelong learning and are committed to offering learners expert guidance, training, and resources to help them stay competitive in a rapidly changing world.

Our comprehensive range of courses and programmes are tailored to meet the needs of all professionals, from aspiring specialists to seasoned experts. We partner with elite academic organisations and industry leaders with unmatched expertise in their respective fields to deliver an exceptional learning experience.

ABOUT PRICING AND DOCUMENTATION

Pricing excludes 5% VAT, charged where applicable.

Course fees include documentation, luncheon and refreshments for in-person learners. Delegates who attend all sessions and successfully complete the assessment, will receive a Informa Certificate and any applicable partner certificates. A hard copy will be provided to in-person learners and a soft-copy will be provided to virtual learners.

AVOID VISA DELAYS – BOOK NOW

Delegates requiring visas should contact the hotel they wish to stay at directly, as soon as possible.

Visas for non-GCC nationals may take several weeks to process.

REGISTRATION, PAYMENTS AND CANCELLATION

All registrations are subject to our terms and conditions which are available at www.informa-mea.com/terms. Please read them as they include important information. By submitting your registration, you agree to be bound by the terms and conditions in full. All registrations are subject to acceptance by Informa Connect which will be confirmed to you in writing.

A confirmation letter and invoice will be sent upon receipt of your registration. Please note that full payment must be received prior to the course. Only those delegates whose fees have been paid in full will be admitted to the course.

For full cancellation details, please visit <https://informaconnect.com/terms-of-use/>. All cancellations must be sent by email to register-mea@informa.com marked for the attention of Customer Services Cancellation. Due to unforeseen circumstances, Informa Connect reserves the right to cancel the course, change the programme, alter the venue, speaker or topics. For full details, please visit www.informaconnect.com

HUMAN RESOURCES

© Copyright Informa Middle East Ltd

Informa Connect Academy

If you have any questions about the course
or applying, please contact us on:



www.informacconnect.com/academy



register-mea@informa.com



+971 4 408 2894

APPLY
NOW