



aractech

Global Learning for Operational Leaders

HUMAN RESOURCES AND TRAINING | HRT-062

Pioneer Skills for the HR Professionals

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Course content

Why Attend

Modern HR professionals need more than technical knowledge. They must communicate effectively, influence others, resolve conflicts, prepare professional reports, and contribute strategically to organizational success. As HR continues to evolve from an administrative function to a strategic business partner, professionals need practical skills that build credibility and impact. This course provides participants with the essential skills to succeed in modern HR roles.

Course Methodology

- This course uses an interactive and practical approach through presentations, role plays, group discussions, writing exercises, case studies, communication practice, and real workplace examples.

Course Objectives

- Strengthen communication and interpersonal skills for HR roles
- Improve listening, empathy, and relationship-building ability
- Apply questioning and influencing techniques professionally
- Develop stronger HR reporting and business writing skills
- Manage conflict confidently and constructively
- Understand employee motivation and engagement principles

Target Audience

- HR Officers
- HR Generalists
- HR Advisors
- HR Coordinators

Course outline

Detailed course outline

Day-by-day outline for Pioneer Skills for the HR Professionals.

Day 1 - Communication Essentials for HR Professionals

- Communication methods used in HR environments
- Active listening and empathy in employee interactions
- Using STAR and FACT techniques professionally
- Probing and guiding questioning methods
- Fundamentals of public speaking for HR staff
- Building trust through clear communication

Day 2 - Understanding the HR Function and Service Excellence

- Structure and responsibilities of HR departments
- Building a client-focused HR function
- Importance of customer service in HR
- Internal versus external customers in HR services
- Creating a service mindset across HR teams
- Improving employee experience through HR support

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Day 3 - Preparing Professional HR Reports

- Principles of business writing for HR
- Structuring clear and professional HR reports
- Identifying and correcting common writing mistakes
- Presenting HR data and recommendations effectively
- Examples of operational and strategic HR reports
- Practical exercise: Drafting an HR report summary

Day 4 - Conflict Resolution and Workplace Influence

- Understanding the causes and dynamics of conflict
- Influencing skills for positive outcomes
- Thomas-Kilmann Conflict Model (TKI) in practice
- Managing disagreements between employees and managers
- Building assertive yet respectful communication
- Practical conflict resolution scenarios

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Day 5 - The Future of HR and Personal Growth

- Understanding motivation beyond pay alone
- Role of reward and recognition in engagement
- Key messages for modern leaders and HR teams
- HR evolution from tactical to strategic partner
- Employee relationship management essentials
- Personal skills for future HR roles

Seminar dates

Available seminar dates

Live dates and pricing for Pioneer Skills for the HR Professionals generated from the course details page.

Date	Location	Format	Fee
1 - 5 June 2026	Istanbul	Classroom	€2,695
8 - 12 June 2026	London	Classroom	€2,695
15 - 19 June 2026	Amsterdam	Classroom	€2,975
6 - 10 July 2026	London	Classroom	€2,695
20 - 24 July 2026	Barcelona	Classroom	€2,975
3 - 7 August 2026	London	Classroom	€2,695
10 - 14 August 2026	Barcelona	Classroom	€2,975

Live online option

Online delivery is available at €1,250.