



# aractech

Global Learning for Operational Leaders

HUMAN RESOURCES AND TRAINING | HRT-046

## Professional Skills for Human Resources Management

### Contact

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# Course content

## 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

## Target Audience

- HR Professionals
- HR Officers
- HR Managers
- Recruitment Staff

# Course outline

## Detailed course outline

Day-by-day outline for Professional Skills for Human Resources Management.

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

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### 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

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### Day 5 - Strategic Contribution of HR Professionals

- Thinking strategically in HR roles
- Supporting change initiatives
- Using data for better decisions
- 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
15 - 19 June 2026	Kuala Lumpur	Classroom	€1,575
20 - 24 July 2026	Amsterdam	Classroom	€2,975
3 - 7 August 2026	London	Classroom	€2,940
7 - 11 September 2026	Munich	Classroom	€2,415
12 - 16 October 2026	Barcelona	Classroom	€2,695
9 - 13 November 2026	Paris	Classroom	€3,150
14 - 18 December 2026	Barcelona	Classroom	€2,975

### Live online option

Online delivery is available at €1,250.