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FOR TRAINING

Interpersonal Skills for HR Professionals

Human Resources
Kuala Lumpur (Malaysia)
10 - 14 Feb 2025

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Interpersonal Skills for HR Professionals

Ref: 3304_136731 **Date:** 10 - 14 Feb 2025 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4200 Euro

Introduction

As human resources professionals, you do a lot more than just technical human resources work. Support must be provided to employees and line managers in a constant manner. This is why human resources professionals find themselves having to capitalize on their human relations abilities or soft skills to deliver their work effectively. This is the beauty of this course. It is one of a kind in recognizing situations in organizations that demand special care and attention from human resources professionals outside of their technical human resources competencies. This course addresses those situations and shows you how to develop the right soft skills to handle them.

Course Objectives of Interpersonal Skills for HR Professionals

- Define communication and explain its importance to the work of human resources professionals
- Apply the main principles of business and report writing
- Produce written human resources correspondence and sample human resources reports
- Practice the basic skills of conflict resolution including influencing
- Explain the importance of customer service in human resources and the steps to build the required mindset
- Choose the most appropriate basic coaching and counseling techniques in human resources specific situations

Course Outline of Interpersonal Skills for the HR Professionals

Day 1

Human Resources and Communication

- Definition of communication
- Communication in HR
- Characteristics of an effective HR communicator
- Questioning techniques
- Listening and empathy
- Interviewing techniques:
- The STAR technique

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- The FACT technique
- The probing technique
- The leading technique
- Basics of public speaking

Day 2

HR Business Communication and HR Reports

- Basics of business writing
- Writing HR reports
- Common mistakes in writing HR correspondence and reports
- Examples of HR correspondence and reports
- Conflict Resolution: A Required Skill for HR Professionals
- Definition of conflict
- Sources of conflict in HR
- Thomas Kilmann conflict model
- Influencing skills
- Practical applications in HR

Day 3

Client-Centric HR Departments

- Definition of customer service
- Internal customers versus external customers
- The importance of customer service in HR
- Who are the HR customers
- Building a customer service mentality in the HR department

Coaching and Counseling Employees and Line Managers

- Coaching, counseling, and mentoring
- Importance of coaching and counseling to HR professionals
- Differences between coaching, counseling, and mentoring

Day 4

The 5 principles of coaching:

- Principle 1: feedback
- Principle 2: accountability
- Principle 3 challenge
- Principle 4: tension
- Principle 5: systems

Day 5

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The 'GROW' model of a super coach:

- Setting a goal
- Checking reality
- Identifying options
- Gaining commitment through will

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