HUMAN RESOURCE MANAGEMENT AND PLANNING WORKSHOP

January 11 - January 15, 2014
9:00 am to 4:00 pm
Golden Tulip Serenada Hotel,
Beirut, Lebanon

www.aub.edu.lb
The objective of this participatory, hands-on workshop is to prepare directors, managers, health human resources (HHR) officers and supervisors (directors and managers of department/units) and quality coordinators, to effectively manage their human resources (HR). This workshop is designed to provide participants with an overview of the HR functions in organizations, including concepts, tools and applications in a health-care setting. It will focus on the major issues unique to effective HHR management. This workshop will examine critical managerial challenges along the employment continuum from recruitment and hiring, retention through performance appraisal, to turnover or layoffs.

The topics covered in this workshop include: human resources management (HRM), the work environment, compensation/benefits, personnel planning, recruitment/selection, training/development, employee appraisal, HR policies and procedures, negotiation techniques and conflict resolution methods. The workshop will include contextual and practical discussions on strategies and tactics for achieving maximum productivity and contentment from employees in health organizations.

In order to enhance the learning experience of participants, the workshop employs an assortment of pedagogies such as group discussions, case studies, presentations, video viewing, etc.
Objectives and learning outcomes

At the end of the workshop, participants will be able to:

• Appreciate environmental forces affecting HHR management.
• Appreciate the importance of the strategic management of HHR.
• Develop an understanding of management’s role in recruiting and retaining HHR.
• Define recruitment and identify factors affecting job choice.
• Understand the benefits and costs of teamwork.
• Understand the meaning and types of HHR turnover, and appreciate the causes of HHR migration.
• Describe the importance of employee motivation and differentiate its types.
• Define the process of human performance management (HPM).
• Differentiate the various types of performance appraisal tools and assess their advantages and disadvantages.
• Review the guidelines for effective HPM.
• Describe the challenges faced by managers in managing a diverse workforce.
• Learn how to apply effective HRM practices.
• Understand and apply the principles underlying the HRM practices of: job analysis - recruitment and selection - retention - the hiring process - competency and performance evaluation - compensation and benefits - training and education - employee relations, and career planning.
• Analyze strategies to link HR practices to the overall organizational performance, including cost saving and quality improvement activities.
• Evaluate effectiveness of different approaches in the management of employee performance.
• Analyze HRM policies and procedures in terms of their strategic impact.
• Become familiar with current issues in HRM within organizations.
• Enhance HRM managerial skills.
• Understand how effective HRM can help health organizations implement accreditation standards.
• Appreciate that HR is an investment rather than an expense.
• Understand how effective HRM can help create value-based organizations.
Registration

The registration fee is USD 700. For registration, please contact Mr. Bilal Mohtar via email: ba45@aub.edu.lb or by phone: 01 - 350000 ext. 4752.

Places are limited.

Facilitators

Fadi El-Jardali, MPH, PhD
Associate Professor, Health Management and Policy
Faculty of Health Sciences
American University of Beirut

Mohamad Alameddine, BSc., MPH, PhD
Associate Professor, Health Management and Policy
Faculty of Health Sciences
American University of Beirut
Who should attend

Directors, administrators; HR managers and department heads, managers, middle managers, quality and accreditation coordinators.

Methodology

- Presentations/lectures.
- Built-in group exercises.
- Case studies.

Keynote address

- Workshop to be delivered in both Arabic and English.
- Presentation in Arabic.
- Slides in English.
- The workshop is optimally delivered to 20-30 participants, yet it could accommodate up to 30 participants per session.
- A workshop booklet including exercises, case studies and a CD will be provided to participants.
Program

Day 1: Saturday, January 11, 2014

09:00-09:30 Welcome remarks
• Day one outline.
• Pre-course assessment.

09:30-11:00 Topic 1: HHR: An introduction.

11:00-11:30 COFFEE AND NETWORKING BREAK

11:30-1:00 Topic 2: Global trends and regional priorities in HHR. Topic 3: Identifying challenges and priorities in HRM.

1:00-2:00 LUNCH BREAK

2:00-4:00 Group work 1: 
• SWOT analysis for situation assessment.
• Identify key HR challenges in your selected work setting.

Day 2: Sunday, January 12, 2014

09:00-09:30 Day one evaluation

09:30-11:00 Topic 4: An overview of HRM functions and objectives.

11:00-11:30 COFFEE AND NETWORKING BREAK

11:30-1:00 Topic: An overview of HRM (continued). Topic 5: Recruitment, selection and retention.

1:00-2:00 LUNCH BREAK

2:00-4:00 Group work 2: Identify current recruitment and retention practices in your work setting.
Day 3: Monday, January 13, 2014

09:00-09:30  Day two evaluation

09:30-11:00  Topic 6: Strategic HHR planning: System and organizational perspectives.

11:00-11:30  COFFEE AND NETWORKING BREAK

11:30-1:00  Topic 7: Strategic management of HR. Topic 8: Linking HR practices to the overall organizational performance. HHR indicators.

1:00-2:00  LUNCH BREAK

2:00-4:00  Group work 3: Discuss how to align HHR strategy with organizational strategy including indicators.

Day 4: Tuesday, January 14, 2014

09:00-09:30  Day three evaluation

09:30-11:00  Topic 9: HPM

11:00-11:30  COFFEE AND NETWORKING BREAK

11:30-1:00  Topic 10: The art and science of motivating HHR. Topic 11: Selected topics in HRM teamwork and conflict resolution.

1:00-2:00  LUNCH BREAK

2:00-4:00  Group work 4: What HPM system do you have in your work setting? How is performance measured? How could HPM be improved?
Day 5: Wednesday, January 15, 2014

09:00-09:30  Day four evaluation

09:30-11:00  Topic 12: Linking HR planning and management with accreditation.
            Group work 5: Group work on devising the HR strategy for your organization.

11:00-11:30  COFFEE AND NETWORKING BREAK

11:30-1:00  Group presentations.

1:00-2:00   LUNCH BREAK

2:00-4:00   Group presentations.
            Concluding remarks and post-course assessments.