Administrative and HR Responsibilities Training Course Outline

Duration: 5 Days (8 hours/day)

Course Objective: This 5-day training aims to equip participants with essential administrative and HR skills needed to manage office operations efficiently and support HR functions effectively. By the end of the course, participants will be able to handle records, communication, and employee processes with professionalism and accuracy.

Training Format: Interactive lectures, group discussions, practical exercises, case studies, and role-plays

Day 1: Foundations of Office Administration and HR Functions

Learning Objectives:

- Understand the role and scope of administrative and HR functions in organizational success
- Learn key principles of office management and HR coordination

Topics:

- Introduction to Administration & Human Resources

- The Modern Office Environment: Structure, Functions, and Workflow

- Roles & Responsibilities of Administrative and HR Personnel

- Managing Office Resources: Facilities, Equipment & Supplies

- Records & Information Management (paper & digital)

- Confidentiality, Ethics, and Professional Conduct

- Time Management and Prioritization Techniques

- Practical Exercise: Designing an Efficient Office Workflow

Day 2: HR Fundamentals and Employee Lifecycle

Learning Objectives:

- Gain a clear understanding of HR core functions and processes
- Learn to support the employee lifecycle effectively

Topics:

- Overview of HR Processes and HR Administration

- Recruitment & Selection Support (job posting, shortlisting, scheduling interviews)

- Onboarding and Induction Administration

- Personnel File Management & HR Record Keeping

- Leave Management and Attendance Tracking

- Understanding HR Policies and Employee Handbook

- Employment Contracts and Confidentiality Agreements

- Workshop: Setting up a Personnel File System

Day 3: Communication, Coordination, and Interpersonal Skills
Learning Objectives:

- Enhance communication and interpersonal skills for effective teamwork
- Learn coordination strategies between departments

Topics:

- Principles of Professional Communication

- Writing Effective Business Correspondence (emails, memos, letters)

- Handling Internal and External Communication

- Meeting Management: Agendas, Minutes & Follow-Up

- Building Effective Working Relationships

- Conflict Resolution and Problem Solving in the Workplace

- Customer Service and Reception Duties for Admin/HR Staff

- Role Play: Managing Difficult Conversations Professionally

Day 4: HR Administration – Payroll, Benefits & Performance Support
Learning Objectives:

- Understand the administrative side of payroll, benefits, and performance systems
- Learn compliance and documentation practices

Topics:

- Payroll Basics: Understanding Components & Data Accuracy

- Leave, Attendance & Overtime Administration

- Benefits Administration (health, insurance, allowances)

- Performance Appraisal Support & Recordkeeping

- Employee Engagement & Motivation

- HR Compliance and Labor Law Basics

- Data Protection and Privacy in HR

- Group Activity: Simulating Monthly HR Admin Tasks

Day 5: Office and HR Excellence, Reporting, and Continuous Improvement
Learning Objectives:

- Apply continuous improvement methods in HR and admin operations
- Strengthen reporting, organization, and planning skills

Topics:

- Managing Administrative Projects and Events

- Preparing Administrative and HR Reports

- Budgeting and Cost Control in Administration

- Office Safety, Health, and Emergency Procedures

- Continuous Improvement in Admin and HR Processes

- Implementing Digital Tools and HR Systems (HRIS, Excel, Google Workspace)

- Personal Development Plan for Admin & HR Professionals