Certified Human Resources Manager (CHRM) – 5-Day Program

Training Overview

This program equips participants with the knowledge, tools, and strategies to manage HR functions effectively. Covering HR foundations, talent management, dispute resolution, performance reviews, conflict resolution, and anger management, the course blends theory, practice, and role-play to create workplace-ready HR managers.

Training Objectives

By the end of this program, participants will be able to:

1. Understand and apply modern HR principles and practices.

2. Conduct job analysis, recruitment, and competency-based selection.

3. Implement effective talent management and succession planning.

4. Manage disputes, peer review processes, and employee relations.

5. Conduct legally defensible and impactful performance reviews.

6. Apply conflict and anger management strategies to improve workplace harmony.

Target Audience

- HR Managers and Professionals

- Line Managers transitioning into HR roles

- Business Owners and Team Leaders

Gamification Strategy

- **Points & Badges** for daily activities

- **Role-Play Simulations** (interviews, disputes, reviews, conflict)

- **Case Study Competitions** in groups

- **Leaderboards** for performance in exercises

- **Peer Feedback Tokens** for collaborative tasks

Methodology

- Interactive Lectures

- Group Discussions & Breakouts

- Real Case Studies and Skills Practice Workshops

Duration

5 Days (6 Hours per day)

Daily Outline

Day 1 – HR Foundations & Recruitment

1. Defining HR and understanding its evolving role.

2. Job analysis, competencies, and position profiles.

3. Strategic recruitment: sourcing, advertising, screening.

4. Behavioral interviewing techniques (simulation exercise).

5. Employee onboarding and orientation best practices.

Day 2 – Talent Management & Retention

1. Principles of talent management and succession planning.

2. Competency-based HR programs and talent assessment tools.

3. Engaging and retaining high-potential employees.

4. Compensation, benefits, and motivational strategies.

5. Talent review meetings and evaluation of HR plans.

Day 3 – Employee Relations & Dispute Resolution

1. Employee dispute resolution frameworks and peer review.

2. Initiating and managing the peer review process.

3. Questioning and probing techniques for dispute resolution.

4. Employee grievances: channels, rights, and employer response.

5. Case study workshop: resolving disputes constructively.

Day 4 – Performance Management & Appraisals

1. The performance management cycle and appraisal types.

2. Setting performance standards and SMART goals.

3. Conducting effective feedback conversations.

4. Performance management checklists and improvement plans.

Day 5 – Conflict & Anger Management in the Workplace

1. Defining conflict: causes, stages, and resolution styles.

2. Role of communication in conflict resolution.

3. Conflict resolution strategies and intervention techniques.

4. Understanding anger: triggers, effects, and management methods.

Gamification under the microscope

Day 1 – HR Foundations & Recruitment

- *Recruitment Race:* Teams draft job profiles, screen resumes, and conduct mock interviews. Points for accuracy & compliance.

- Badge: **Talent Scout**

Day 2 – Talent Management

- *Talent War:* Groups compete to retain "high potentials" with limited budgets.

- Badge: **Retention Master**

Day 3 – Dispute Resolution

- *Peer Review Tribunal:* Role-play a grievance case with employees, management, and panel.

- Badge: **Fairness Champion**

Day 4 – Performance Appraisals

- *Appraisal Olympics:* Teams run mock performance reviews with mixed employee cases.

- Badge: **Performance Coach**

Day 5 – Conflict & Anger Management

- *Crisis Challenge:* Teams de-escalate a staged workplace conflict.

- Badge: **Crisis Resolver**