

## Smart Human Resources Management

### HRM: Planning

#### 1. Work Analysis & Work Design (WA)

- 1.1. WA Characteristics
- 1.2. WA Usage
- 1.3. WA Mechanism
- 1.4. What information to collect.
- 1.5. WA Famous Methods

#### 2. Job Description

- 2.1. JD contents
- 2.2. How to circulate JD and to put it into effect.

#### 3. Grading & Pay Scale (PS) Development

- 3.1. PS Philosophy Development
- 3.2. PS Policy Development
- 3.3. Job Families; guidelines
- 3.4. Procedure of Pay Scale development
- 3.5. Deciding the Grading system
- 3.6. Seven Tips and Advices

#### 4. HRM Plan

- 4.1. Capacity Plan

#### Performance Appraisal Plan

- 1.1. Resignation plan
- 1.2. Rotation and promotion plan
- 1.3. Downsizing, resizing plan
- 1.4. Motivation Plan
- 1.5. Employees' Relations plan
- 1.6. Leave Plan
- 1.7. Training Plan
- 1.8. Safety Plan
- 1.9. Insurance Plan
- 1.10 Contingency Plan

### Organizing

1. Organizational Structure

- 1.1. The six key elements of organizational structure
- 1.2. Jobs & Teams
- 1.3. Leadership Styles and Sources of Power
- 1.4. Diversity Issues
2. Organization Communication
  - 2.1. Channels of Communication
  - 2.2. Line/Staff Authority and Decentralization
3. Designing & Developing HR processes

#### Forms Development

#### **Recruitment**

1. Defining recruitment resources
  - 1.1. Internal Recruitment Vs. External Recruitment
  - 1.2. External Recruitment Resources
2. Screening & Filtering processes
  - 2.1. Filtering by "Application Blank"; matching the person with the job.
  - 2.2. Reference Checks and Background Checks
  - 2.3. Applicants' credentials and documents
  - 2.4. Personnel Testing
3. Selection Process: Interviews
  - 3.1. Interview preparation
  - 3.2. Major Types of Interviews
  - 3.3. Recruitment of managers: suggested questions
  - 3.4. Common mistakes in interviews
4. Recruitment: Process management
  - 4.1. Communicating with participants
  - 4.2. Documents management
5. Joining the company
  - 5.1. Offer letter preparation
  - 5.2. Job Contract
  - 5.3. Preparations for new employees
  - 5.4. Labour Law

#### **Leading & Controlling**

## 1. Leadership in HRM

- 1.1. Development of the orientation program
- 1.2. 12 ways to celebrate new employees
- 1.3. Training and development
- 1.4. Business coaching
- 1.5. Performance Appraisal

## 2. Control in HRM

- 2.1. Developing Employee Code of Conduct
- 2.2. Developing Employee Handbook
- 2.3. Reward and punishment system
- 2.4. Grievances System
- 2.5. KPIs and HRM Audit
- 2.6. Exit Interviews.
- 2.7. General Terminologies

### How to Develop your HRM Policies and Procedure

#### The Human Resources Policy and Procedure Manual

- 1.1. Style And Format
- 1.2. Considerations When Writing Your Procedures Manual
- 1.3. Number Usage
- 1.4. Organizing Thoughts
- 1.5. Outlining Technique
- 1.6. Design Features

#### Contents

- 1.7. Processes & Control
  - 1.7.1. Personnel Records
  - 1.7.2. Form Development
  - 1.7.3. Document Control
  - 1.7.4. Property & Access Control
  - 1.7.5. Separation
  - 1.7.6. Workplace Rules & Guidelines
  - 1.7.7. Human Resources Reports
  - 1.7.8. Dress Code
- 1.8. Employees rights and obligations
- 1.9. Employer rights and obligations

1.10. Hiring

- 1.10.1. Employee Hiring
- 1.10.2. Job Descriptions
- 1.10.3. Employment Applications
- 1.10.4. Interviewing Applicants
- 1.10.5. Background Investigations
- 1.10.6. Referenced Procedures

1.11. Compensation

- 1.11.1. Payroll
- 1.11.2. Paid & Unpaid Leave
- 1.11.3. Insurance Benefits
- 1.11.4. Healthcare Benefits
- 1.11.5. Employee Retirement

1.12. Development

- 1.12.1. Development Management
- 1.12.2. Training Reimbursement
- 1.12.3. Computer User & Staff Training Plan
- 1.12.4. Internet & E-mail Acceptable Use
- 1.12.5. Performance Appraisals
- 1.12.6. Employee Discipline
- 1.12.7. Referenced Procedures

1.13. Compliance

- 1.13.1. Syrian Labor Law
- 1.13.2. Code of Conduct

Workplace Safety

**How to Develop Orientation and Socialization Programs**

1. Best Practices in Employee Orientation
2. Program Designs
3. Orientation for New Managers
4. Orientation Games and Activities

Orientation Checklists and Survey

**Developing Companies' Code of Conduct**

1. Why Have a Corporate Code of Conduct?
2. Implementing Your Corporate Code of Conduct

3. Enforcing Your Corporate Code of Conduct
  4. Ethical Treatment of Your Customers
  5. Ethical Treatment of Your Suppliers
  6. Ethical Treatment of Your Company
  7. Ethical Treatment of Your Competitors
  8. Ethical Treatment of Your Fellow Employees
  9. Ethical Treatment of Your Community
  10. Your Ethical Obligations of Confidentiality
  11. Your Ethical Obligations to Comply with the Law
  12. Your Ethical Obligations to Maintain Your Company's Financial Integrity
- Examples of Corporate Codes of Conduct