

## Human Resources Management

### The course's concept

Human Resources Management Training courses will provide Solid Waste Managers the necessary qualifications for:

- Understanding the needs of people undertaking appropriate training and team building activities;
- Improve the internal tasks planning in relation with the assigned roles and established deadlines;
- Develop a staff motivation system;
- Understand how to create a climate of trust and mutual respect, particularly where you have no authority, or shared authority, over those you are working with;
- Recognise ways of consulting colleagues in relation to key decisions and activities and take account of their views;
- Recognise the actions required to resolve conflicts of interest and disagreements with colleagues in ways that minimise damage to work activities and to the individuals involved;
- Prevent or minimize relationship problems.

### The structure and contents of the training course

<b>Course 1</b>	<b>Human Resources Management and Project Management</b>
<b>Sub-units</b>	<ul style="list-style-type: none"><li>• <b>Organising and managing human resources for SWF operational activities</b></li><li>• <b>Project Management concepts and methods for the management of human resources</b></li><li>• <b>Methods of a staff motivation</b></li></ul>
<b>Course description</b>	This course is designed for manager to develop skills necessary to deal with the design of formal systems in an organisation to ensure the effective and efficient use of human talent to accomplish organizational goals. This course will examine how different perceptions, motives, attitudes, values and mental models influence behavior. Major themes include adult learning concepts, thriving in a organization, and providing development and training to ensure continual and optimal skill and knowledge competency.

	<p>Students will learn concepts and methods of the management of human resources, how to monitor and control results achieved and staff performance. Students will also be taught the basic skills such as planning, guiding and managing a team.</p> <p>Students successfully completing this course will have developed a strong foundation for developing team motivation and cooperation.</p>
<b>Course materials</b>	<p><u><a href="#">A Strategic Guide for Building Effective Teams</a></u>  <u><a href="#">Team Building and Development in a Matrix Environment</a></u>  <u><a href="#">Human resources and knowledge management</a></u>  <u><a href="#">Human Resources Management Course</a></u>  <u><a href="#">Project management</a></u>  <u><a href="#">The Staff Development and Performance Evaluation Processes</a></u></p>
<b>Course 2</b>	<b>Leadership and relationship in the workplace</b>
<b>Sub-units</b>	<ul style="list-style-type: none"> <li>• <b>Team building technics and methods</b></li> <li>• <b>Technics for maintaining productive relationships in a workplace</b></li> <li>• <b>Developing and maintaining productive working relationships</b></li> </ul>
<b>Course description</b>	<p>During this course students will learn the role and styles of the leadership and the bases of building trust and mutual respect in a workplace. Student will gain the bases of task management and how the team leader should communicate so the task are understood and properly accomplished.</p> <p>Students successfully completing this course will have developed a strong foundation for building and maintaining productive relationships in a working environment.</p>
<b>Course materials</b>	<p><u><a href="#">Human Resources Management</a></u>  <u><a href="#">The Effects of Organisational Structure on Employee Trust and Job Satisfaction</a></u></p>
<b>Course 3</b>	<b>Communication Skills for managers</b>
<b>Sub-units</b>	<ul style="list-style-type: none"> <li>• <b>Different communication styles</b></li> <li>• <b>Leadership styles appropriate to the different people and situations</b></li> <li>• <b>Value of a feedback and opinions of colleagues</b></li> </ul>
<b>Course</b>	This course prepares managers so that they can articulate their thoughts and present their findings and points of view clearly to employees.

<b>description</b>	<p>Students will learn proven techniques for writing e-mails, memoranda and policy documents. In addition, they will learn the key components of making powerful and persuasive oral presentations.</p> <p>Key topics for oral presentations include body energy, vocal energy and content. Upon successful completion of this course, students should be able to focus on the key strategic message; manage work and business relationships using the written word; write in clear language; and make the writing process faster and more comfortable. In addition, students will be able to design, create and deliver oral presentations to a small group and manage the ensuing question and answer session. Students should also learn about the importance of the team feedback and opinions.</p>
<b>Course materials</b>	<u><a href="#">Human Resources Management</a></u>

<b>Course 4</b>	<b>Dispute resolution and conflicts and problems management</b>
<b>Sub-units</b>	<ul style="list-style-type: none"> <li>• <b>Conflict management</b></li> <li>• <b>Solving workplace and relationship problems</b></li> <li>• <b>Identifying and resolving conflicts of interest</b></li> <li>• <b>Problem solving and negotiation strategies</b></li> </ul>
<b>Course description</b>	<p>This course is designed to develop skills for students to deal with managing and resolving workplace conflicts and problems. Students will learn to distinguish between different kinds of conflicts in the workplace, specifically those that can be mediated internally and those that need external, professional (or formal) mediation. Students also will learn how to prevent and minimize relationship problems. Emphasis will be placed on alternate dispute resolution methodologies, including mediation, and negotiation strategies.</p> <p>Students successfully completing this course will have developed a strong foundation, upon which they can build, for resolving employee-relations issues.</p>
<b>Course materials</b>	<u><a href="#">Workplace Conflict Resolution</a></u> <u><a href="#">Management of Workplace Conflicts and Disputes and Unacceptable Behaviour</a></u> <u><a href="#">Conflict Resolution</a></u> <u><a href="#">The Influence of Conflict Management, Leadership, and Communication on Employee Job Satisfaction</a></u> <u><a href="#">Work-place conflicts: A case study on coping strategies of VET teachers</a></u> <u><a href="#">A Social-Psychological Approach To Conflict Resolution: Interactive Problem Solving</a></u>

### **Requirements for the trainers**

- The teachers should have documented knowledge in sociology or economy, and a special knowledge on the field of:
  - human resources management,
  - team building,
  - communication,
  - public relations
  - conflict management.
- Working experience in the human resources management
- Previous teaching and practical training experience relating to human resources management
- Trainers' work should be systematically assessed.
- Trainers should demonstrate continuous professional development.
- Development of training material relative to the training aspects can be beneficial.

### **Requirements for the participants**

- Successful passing of secondary school-leaving examination
- In case of graduates their field of studies should be relevant to the field of the course (e.g. administration, management, environmental management, quality management)
- Trainees' current job position or their future working opportunities should be relevant to the field of the course
- Professional experience in the field of waste management can be beneficial

### **Requirements for the training facilities and infrastructures**

- The classroom should be well equipped with up to date teaching equipments for the lectures
- The teaching and learning environment must comply with the health and safety procedures