



HUMAN RESOURCES AND TRAINING | HRT-046

# Professional Skills for Human Resources Management

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# Course content

## Why Attend

Why Attend Human Resources professionals need more than technical knowledge to succeed. Strong communication, leadership, problem-solving, relationship management, and decision-making skills are essential for supporting employees and driving organizational success. This course helps participants strengthen the professional skills required to perform effectively and build credibility as HR leaders.

Course Methodology This course uses an interactive and practical approach through presentations, case studies, group discussions, role plays, workplace scenarios, self-assessments, and practical exercises.

## Course Objectives

- Strengthen professional HR communication skills
- Improve problem-solving and decision-making abilities
- Build confidence in handling employee matters
- Enhance relationship management across departments
- Develop leadership and influence skills
- Improve time management and organization skills
- Handle conflict professionally and effectively
- Build a professional HR mindset and presence

## Target Audience

- HR Professionals
- HR Officers
- HR Managers
- Recruitment Staff
- Employee Relations Officers
- Supervisors with HR responsibilities

# Course content

## Target Audience

- Anyone working in Human Resources

## Target Competencies

- Communication Skills
- Leadership Skills
- Conflict Resolution
- Problem Solving
- Time Management
- Relationship Management
- Professional Presence
- Decision-Making

## Course outline

### Day 1: Professional Role of HR Management

- Modern role of HR professionals
- Building credibility and trust
- Ethical behavior in HR practice
- Professional image and conduct
- Understanding internal customer needs
- Key challenges facing HR teams

### Day 2: Communication and Relationship Skills

- Effective verbal communication
- Professional written communication

# Course content

## Course outline

- Active listening techniques
- Building strong workplace relationships
- Influencing managers and employees
- Managing difficult conversations

### **Day 3: Problem Solving and Conflict Management**

- Structured problem-solving methods
- Root cause analysis basics
- Handling employee complaints professionally
- Conflict resolution strategies
- Negotiation techniques for HR professionals
- Making fair and balanced decisions

### **Day 4: Leadership and Personal Effectiveness**

- Leadership styles for HR managers
- Taking initiative and ownership
- Time management and prioritization
- Managing pressure and deadlines
- Building resilience and confidence
- Coaching and supporting others

### **Day 5: Strategic Contribution of HR Professionals**

- Thinking strategically in HR roles
- Supporting change initiatives
- Using data for better decisions

# Course content

## Course outline

- Continuous improvement in HR services
- Personal development planning for HR careers
- Final workshop: Build your HR professional growth plan

# Seminar dates

## Available seminar dates

Live dates and pricing for Professional Skills for Human Resources Management generated from the course details page.

Date	Location	Format	Fee
15 - 19 June 2026	Kuala Lumpur - Malaysia	Classroom	€2,250.-
20 - 24 July 2026	Amsterdam - Netherlands	Classroom	€4,250.-
3 - 7 August 2026	London - U.K	Classroom	€4,200.-
7 - 11 September 2026	Munich - Germany	Classroom	€3,450.-
12 - 16 October 2026	Barcelona - Spain	Classroom	€3,850.-
9 - 13 November 2026	Paris - France	Classroom	€4,500.-
14 - 18 December 2026	Barcelona - Spain	Classroom	€4,250.-

  

<b>Live online option</b>	Online delivery is available at €1,850.-.
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