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CAGI Training Programme 2017

Policy

Staff Training and development interventions are essential requirements for the successful operations and maintenance of viable enterprises. Such training interventions are designed to:

- ensure that business enterprises have competent and well trained staff for their various operations and services;
- develop staff capabilities to meet current and future demands relating to their job responsibilities; and
- provide the opportunities for personal growth and career development in the business enterprise.

Successful maintenance of strong business enterprises depend upon:

- the transference of knowledge, skills and attitude of currently serving employees to future ones at all levels;
- acquisition of new knowledge, skills and attitudes as changes in the line of business operations, new technologies, and other conditions demand; and
- positive changes in work ethic and job behaviour of employees in business enterprises.

Training is the systematic development of:

- Knowledge:** what the employee needs to know,
- Skills:** the expertise that the employee needs and uses to achieve results, and effective use of knowledge,
- Attitudes:** the disposition of employees to behave or perform in accordance with the requirements of their work.

Why staff development training?

The private and public sector enterprises, the economy, and industry require adequately trained technical, supervisory, managerial, and professional staff with the ability for independent thought and creativity, analytical and problem-solving skills and initiative.

Middle and senior level managers will require broader training and knowledge to cope with new developments and the changing demands of the business environment and their impact on the enterprise. Staff development initiatives aim at improvement of supervisory and managerial skills, preparation for greater responsibility, and developing top leadership skills.

It is not enough to leave staff training and development to chance or trial and error in a changing business and working environment. Leaving staff development to random events or to staff themselves is simply not done in well run enterprises. While it is part of the corporate responsibility of employers to provide and facilitate staff training and development opportunities, it is equally the responsibility of employees to seek to develop themselves for greater efficiency on the job for mutual benefit.

Samuel J. Goolsarran

Consultant Adviser
CAGI
4 January 2017

**COST: Members: \$15,000. for each participant per day
Others: \$18,000. for each participant per day.**

Training Programme 2017

CAGI, in consultation with human resource managers and trainers, has revised its training programme, and is offering the following training courses, to be delivered by a core of able and experienced trainers. Our training programme includes the following training courses, some of which are scheduled for groups of companies, while others are delivered on request in-company.

1. Positive Image of the Enterprise and Improved Customer Services
2. Staff Performance Appraisal Reviews
3. Administrative and Secretarial Support
4. Supervisory Management Development
5. Occupational Safety and Health at the Workplace
6. Skills in Negotiations and Conflict Management
7. Effective Inventory Management
8. Enhancing Managerial Capacity in Knowledge and Skills
9. Attractive Marketing and Sales Strategies
10. The Practice of Human Resource Management
11. The National System of Industrial Relations.
12. Productivity Improvement
13. Leadership Skills
14. How to be a Successful Manager
15. Financial management for non-accountant managers
16. Approaches and Techniques in Internal Auditing
17. Employment Obligations
18. The Impact of Leadership on Management
19. Enterprise Training and Staff Development
20. Essential Skills in Human Resource Management

Apart from the above multi-enterprises courses, CAGI offers tailor-made courses for individual enterprises at internal or external venues.

Download our [2017 Training Programme](#) to view complete course descriptions and prices.

**COST for each Course: Members: \$15,000. for each participant per day
Others: \$18,000. for each participant per day.**

COURSE: 1

POSITIVE IMAGE OF THE ENTERPRISE AND IMPROVED CUSTOMER SERVICES

COURSE OBJECTIVES:

At the end of the course, participants would be able to:

- speak intelligently about the company;
- demonstrate a positive business friendly approach to customers /public;
- provide efficient and prompt service to the public/customers; and
- influencing the customer and promoting sales and services.

COURSE CONTENTS:

- Knowing and understanding your company and its business operations
- Purpose/Mission Statement of the Company
- Importance of promoting a good Company Image; loyalty to company
- Sustaining the right image of self and the enterprise
- Personal responsibility for positive, business-friendly image
- Attitude to work and service - appearance, interacting with the public, telephone techniques, voice control and tone, conduct and deportment at work.
- Effective customer service; Quality service delivery; and Customer satisfaction
- Dealing with a difficult customer; listening to complaints; finding solutions
- Promoting the business and sales of the enterprise
- Being a good public relations representative of the Company
- Professional standards of service, honesty/integrity
- How can I contribute to improve the image of the business/enterprise?
- Self-evaluation, and course evaluation; certificate of participation

TARGET GROUP: Sales Persons, Receptionists, Counter Staff, Cashiers, Clerks, and their Supervisors

DATE: 31st January 2017 (One Day)

VENUE: Ocean View Hotel

COURSE: 2

STAFF PERFORMANCE APPRAISALS REVIEWS FOR IMPROVED ENTERPRISE PERFORMANCE

COURSE OBJECTIVES

- Enabling supervisors and managers to be more purposeful in staff appraisals;
- Greater understanding of the performance appraisals process
- Maximizing the potential of good appraisals for the personnel and the enterprise
- Enhancing job performance and supervision.

COURSE OUTLINE

- Understanding Performance Appraisal
- Purpose of Performance Appraisal
- Performance Reviews for improved job performance
- Potential Reviews for better utilization of skills and staff placement
- Reward Reviews for fair remuneration
- Performance Appraisal Procedures within department and company
- Appraisal System/Appraisal Report of the Enterprise
- Performance Appraisal Check List
- Follow up Staff Appraisal at the Enterprise
- New Approaches on the conduct of staff appraisals at the enterprise
- Adopting a more purposeful approach in staff appraisals at the enterprise
- Self-evaluation and course evaluation, certificates of participation.

TARGET GROUP:

Supervisors, Managers, HR/Personnel Managers/Officers, and Trainers in Staff Performance Appraisals

DATE: 16th February 2017 (One Day)

VENUE: Ocean View Hotel

COURSE 3

ADMINISTRATIVE AND SECRETARIAL SUPPORT

COURSE OBJECTIVES:

At the end of the course, participants would be equipped to:

- Provide effective secretarial and administrative support to managers
- Demonstrate greater understanding and knowledge of office systems and procedures
- Supervise the work in an office
- Improve professional standards

COURSE CONTENTS:

- Organizing and managing office/workplace routine
- Managing the boss and his/her schedule and Office
- Communication – internal, external; oral and written
- Public relations – interface with the various publics
- Telephone techniques and skills
- Team work in the enterprise
- Professional image and improving standards
- Business environment and challenges today
- Supervision of staff and office activities
- Personal organization and management of your time
- What can I do personally to be more effective in my duties and responsibilities?
- Self-evaluation, and course evaluation; certificate of participation.

TARGET GROUP: Secretaries, Senior Secretaries, Executive Assistants, Personal Assistants to Senior Managers, Administrative Assistants/Officers

DATE: 15th March, 2017 (One day)

VENUE: Ocean View Hotel

COURSE 4

SUPERVISORY MANAGEMENT DEVELOPMENT

COURSE OBJECTIVES:

At the end of the course, participants would have acquired:

- A deeper understanding and knowledge of the principles of supervisory management
- More skills in managing people in work group activities
- Improved capacity for the practice of effective supervision
- An appreciation of the responsibility as a first line manager

COURSE CONTENTS:

- Supervisory skills development; grievance handling and dispute. settlement, and interface with trade unions or worker representatives
- Understanding managerial functions for career development.
- Multiple roles of the supervisor.
- Case Study: How conflicts develop; Approaches to dispute resolution.
- What can I do personally to become a better supervisor?

- Understanding Supervisory Management
 - Principles of Supervision
 - The Supervisor's Job
 - Authority and Responsibility
- Working in the Organization
 - Knowing your organization system
 - Assignment of work activities
 - Group working
 - Productive use of Time
 - Organizational communication
- Managing People
 - Understanding other people
 - Power and authority.
 - Supervising, counselling and coaching staff

- Self Evaluation, Course Evaluation; Certificate of Participation.

TARGET GROUP: Supervisors, foremen, junior managers, middle level Managers

DATE: 23-24 March 2017(Two days)

VENUE: Grand Coastal Hotel

COURSE 5.

OCCUPATIONAL SAFETY AND HEALTH in the Work Place and Environment

Course Objectives:

To enable participants to have:

- a deeper appreciation of the imperatives of Occupational Safety and Health(OSH) at the workplace, and the working Environment;
- focused knowledge of the relevant international labour standards on OSH; and
- greater knowledge and understanding of national legislation on OSH, and the requirements for improving OSH in the various sectors.

Course Contents:

- International Labour Standards (ILS) on Occupational Safety and Health (OSH), applicable to Guyana
 - Convention No. 155: OSH, 1981
 - Convention No. 187: Promotional Framework for OSH, 2006
 - C. No 167: Safety and Health in Construction, 1988
 - Convention No. 162: Asbestos, 1986
 - C 45 underground work (Women),1935;
 - C 176 on Safety and Health in Mines, 1975
 - C 184 Safety and Health in Agriculture, 2001
 - Convention No. 94: Labour Clauses (Public Contracts) 1949;
 - Other relevant standards
- **Guyana's Occupational Safety and Health Act No. 32 of 1997**
 - Registration of Industrial Establishments
 - Government Advisory Council on OSH
 - OSH Authority in the Chief OSH Officer
 - Power of the Authority and of an Inspector – actions that can be taken
 - Safety and Health Representative
 - Joint Workplace and Health Committee
 - Duties of Occupiers
 - Duties of Owners, Suppliers and Directors
 - Refusal to work by workers on account of safety risks

- Chemical, Physical and Biological Agents
 - Notification of Occupational Diseases
 - Inquest in case of Death
- **Case study and good practice of high standards of OSH in enterprises**
 - **Course evaluation, Course evaluation; Certificate of participation**

TARGET GROUP: OSH Managers/Officers, Human Resource Managers/Officers, Personnel Managers, Senior Personnel Officers, Managers with responsibility for Occupational Safety and Health or Safety at the Workplace.

DATES: April 2017 (one day)

COURSE 6

SKILLS IN NEGOTIATIONS, CONFLICT MANAGEMENT AND DISPUTE RESOLUTION IN CONCILIATION/MEDIATION

COURSE OBJECTIVES

By the end of the course participants would have acquired:

- An understanding the dynamics of conflict,
- knowledge of best practices in negotiations,
- the capability to participate in conflict management and dispute resolution processes including conciliation/ mediation, and arbitration.
- Improved skills in persuading, influencing and reconciling disputing parties.

COURSE CONTENTS

- The conflict dynamics
- Approaches and processes in conflict management.
- Negotiations in practice – a demonstration model
- An Introduction to Conciliation/Mediation
- Various Conflict Management Processes
- The Negotiation Process – Styles, positions, needs, expectations
- Mediation in practice – a demonstration model
- Skills Development- Listening, Paraphrasing
Laundering Language, Reality Testing, Joint Problem- Solving,
Brainstorming Solutions
- Arbitration in practice – a demonstration model
- Becoming a skillful negotiator and conciliator/mediator
- Case studies and role plays interspersed in the various elements of the course
- Self-evaluation, and course evaluation, closing exercise, presentation of certificates

TARGET GPOUP: Human Resource Managers/Officers, Managers and all who participate in negotiations with Trade Unions, and at Conciliation/mediation meetings, and Conciliators

DATE: To be determined) 2017 (Three days)

COURSE 7

EFFECTIVE INVENTORY MANAGEMENT

OBJECTIVES:

At the end of the Course, participants would:

- Be able to understand and apply best practices that contribute to effective stores management
- Have acquired more knowledge and skills in introducing and maintaining effective inventories of stocks
- Improved capabilities of purchasing and stores management.

COURSE CONTENTS:

- Principal objectives of procurement and stores
- Procurement and stores Management
- Functions and records of store keeping
- Computerized records and layout of stores
- Inventory management and control
- Problems encountered by inventory control
- Problems encountered by inventory systems
- Inventory management records and support to other departments
- How can I improve the system in my company?
- Self-evaluation, and course evaluation; Certificate of Participation.

TARGET GROUP: Inventory Clerks, Receiving Clerks, Procurement Clerks, stores clerks and their Supervisors/managers.

DATE: **MAY 2017 (One day)**

COURSE 8

ENHANCING MANAGEMENT CAPACITY IN KNOWLEDGE AND SKILLS

COURSE OBJECTIVES:

By the end of the Course, participants would have acquired:

- A better understanding of the business environment and the demands on management
- An improved ability to apply the principles of management in practice at the enterprise
- The appreciation of some new skills of management

COURSE CONTENTS:

- Understanding the business/enterprise environment and management
- Knowing and applying essential management principles
- Manager's job in the enterprise
- Authority, Responsibility and Delegation
- Planning, formulating policy and decision making.
- Understanding organization, span of management control, assignment of activities, and line and staff responsibility.
- Selection, appraisal of managers and their training and development.
- Direction, motivation, communication and leadership in enterprises
- Monitoring coordinating and control of performance, out put and management quality.
- Practising the skills of management.
- Management styles,
- Managing people and disciplinary handling
- The Manager and industrial relations
- Managerial challenges: decision making, communication, public relations and leadership.
- What can I do personally to become a more effective manager?
- Self-evaluation and course evaluation

TARGET GROUP: Departmental Managers, Divisional Managers, Senior Managers

DATE: June 2017 (two days)

COURSE 9

ATTRACTIVE MARKETING & SALES STRATEGIES

COURSE OBJECTIVES:

At the end of the course participants would be able to:

- Understanding marketing concepts
- Identify some tools of Marketing.
- Understand and communicate effectively with the customers in terms of needs, wants, promotion of sales, products, quality etc.
- Discuss personal and company image impacts on sales and after sales services.
- List methods of gaining the competitive advantage over competitors.

COURSE CONTENTS:

- Marketing as a “Philosophy” and a “Process”
- Defining your market
- Understanding customers’ needs/wants
- Present the product/Services as well as those of competitors.
- Customer services and sales reputation
- After sales, service and reputation
- Promotion of sales, building long-term partnership, exceeding customers’ expectations.
- Communication and public relations
- What can I do to become a better marketing and sales representative?
- Self evaluation and course evaluation.

TARGET GROUP: Sales persons at all levels.

DATE: 2017 (One day)

Course 10

THE PRACTICE OF HUMAN RESOURCE MANAGEMENT

COURSE OBJECTIVES:

By the end of the course participants would have acquired:

- An appreciation of the human resource management function in the business enterprise,
- A clearer understanding of key elements in personnel management,
- Deeper knowledge of the implications of legal and contractual obligations in employment relations,
- Improved capacity to manage effectively the human resource dimensions in enterprises.

COURSE CONTENTS:

- Human Resource Management in Context
 - What is human resource management?
 - The Human resource management function
 - Personnel Administration and activities
 - Problems and issues in personnel administration
- Staff Training and Development
 - Training interventions
 - Management Development
 - Investing in people
 - Lifelong learning
 - Problems and issues in staff development
- Employment Relations – individual and collective
 - The national system of Industrial Relations
 - Legal and contractual obligations
 - Collective Bargaining negotiations
 - Representation procedures in the private and public sectors
 - Means and methods of industrial dispute settlement
 - Industrial Relations methods as *alternative dispute resolution(ADR)* in civil society

- Social Dialogue and labour- management relations in developing new partnerships at the enterprise.
- What can I do personally to become a more effective personnel management practitioner?
- Self-evaluation, and course evaluation

TARGET GROUP: Human Resource Managers/Officers, Personnel Managers, Senior Personnel Officers, Managers with responsibility for human resource management

DATES: September 2017 (Two days)

COURSE 11

THE NATIONAL SYSTEM OF INDUSTRIAL RELATIONS

COURSE OBJECTIVES:

By the end of the course participants would have acquired:

- a deeper understanding of the national system of industrial relations,
- knowledge of current labour laws and best practices in conduct of industrial relations,
- greater understanding of the implications of legal and contractual obligations in employment relations,
- Improved capacity for the conduct of sound industrial relations.

COURSE CONTENTS:

- The National System of Industrial Relations in Context
- Historical Background from the British Tradition
- The principles of the voluntary tradition
- Labour Legislative framework
- The influence of International Labour Standards
- Regional and other International Standards
- Freedom of Association and Collective Bargaining in Context
- Dispute settlement in the private and public sectors - means, procedures and methods.
- Alternative dispute resolution (ADR) in civil society
- Managing relations with trade unions, and administration of collective labour agreements
- Labour Institutions, Offices and Powers of Authorities established under labour laws.
- Principal labour legislation:
 - Trade Union Act.
 - The Labour Act
 - The Essential Services Act
 - The Trade Union Recognition Act
 - Termination and Severance Pay Act
 - Prevention and Discrimination Act
 - Occupational Safety and Health Act
- National labour policy and their influence on enterprise policy and practice

- Social dialogue leading to enterprise partnerships
- How can I become a more effective industrial relations specialist?
- Self-evaluation, and course evaluation; Certificate of Participation.

TARGET GROUP: Industrial Relations Officers, Personnel Managers/Officers,
Human Resource Managers/Officers

DATES: October 2017 (Two days)

Course 12

Enhancing Enterprise Productivity

Course Objectives:

At the end of the course, participants would have acquired:

- A deeper understanding and knowledge of productivity management
- Understanding management's use of productivity tools
- Improved capacity to stimulate higher productivity
- An appreciation of the responsibility of managers and supervisors for productivity improvement

COURSE CONTENT includes:

- Understanding the impact of crises on productivity
- What is productivity?
- Productivity outputs and inputs
- Some misconceptions about productivity
- Why is productivity significant
- Measurement of productivity
- Determinants of productivity – macro and micro determinants
- National and regional challenges
- Strategies for improving productivity
- ILO Productivity tools
- National level productivity and challenges
- Enterprise challenges

TARGET GROUP: Managers and supervisors in production processes

DATE: (to be determined) - **8.30am – 4.30pm**

Venue:

Course 13

Leadership Skills

OBJECTIVES:

At the end of the Course, participants would:

- Have acquired more knowledge of the philosophy and practice of leadership;
- Be able to understand and apply best practices in managerial leadership; and
- Improved capabilities in managerial leadership

COURSE CONTENT:

PHILOSOPHY

- Concepts of Leadership.
- Authority/Power/Influence.
- Fixations vs. Flexibility.
- Leadership is not by proxy.
- Imagination/Vision/Passion/Inspiration/Achieving Reality.
- Leading by example.
- Leadership integrity.

PRACTICE

- Achieve through team work.
 - Clarity of Goals/Objectives.
 - Recognize key players.
 - Motivation.
 - Encourage initiative.
 - Facilitate communication and feedback.
 - Evaluate and reward.
 - Enablers to successful leadership.
 - Impediments to leadership success.
- **Leadership success = Organization success.**

TARGET GROUP: Senior Managers of Enterprises.

DATE: August 2017(One day)

Course 14

How to be a Successful Manager

OBJECTIVES:

At the end of the Course, participants would:

- Have acquired a greater understanding of the challenges faced by potential/new Managers;
- Be able to understand and apply best practices in new managerial position; and
- Have greater confidence in leading subordinates/team to achieve Departmental and Organizational goals.

COURSE CONTENT:

- **The basic principles of management**
- **The functions of the manager**
- **Misconceptions about being a manager**
- **Myths of managerial power**
- **The challenges of managers – hard to manage**
- **Where does a manager start?**
- **A manager's true authority and responsibility**
- **Pathways to success - people management, decision making, communication, leadership**
- **Challenging the future**

TARGET GROUP: Senior Supervisors/New Managers.

DATE: October, 2017 (One day)

Course 15

Financial Management for Non–Financial Managers

Course Objectives

At the end of the Course, participant managers:

- would have greater knowledge and understanding of the finances and budget processes of the company; and
- would be enabled to manage financial resources more efficiently.

Course Outline

- Sound knowledge and understanding of corporate financial regulations and guide lines
- Knowing and understanding the Corporate Budget:
 - Preparation and approval process
 - Income /revenue from all sources
 - Expenditure – regular/recurrent
 - New expenditure/investment
- Analysis of the Corporate Budget
- Knowing, Understanding, and Implementing Departmental Budget
- Variation of Approved Budget - required procedures for approval
- Internal and External Auditing
- Monthly Financial Report to Management Board
- Responsibility for General Management of all Resources of finance, plant, equipment, material and personnel.

TARGET GROUP: Senior Managers of Enterprises.

DATE: 2017 (One day)

Course 16

APPROACHES AND TECHNIQUES IN INTERNAL AUDITING

Course Objectives:

At the end of the Course, participants:

- would have greater knowledge and understanding of the finances and budget processes and financial regulations of the company; and
- would be enabled to conduct effective financial audit more efficiently.

Course Content:

- Full knowledge and understanding of company's financial regulations and guidelines;
- Knowing and understanding the scope and responsibilities of internal auditing;
- Audit guidelines /code of practice;
- Knowledge and understanding of the corporate budget;
- Independence, autonomy, and confidentiality in function;
- Techniques and approaches in internal auditing;
- Skills required in internal auditing;
- Recommendations to improve systems and to correct deficiencies;
- Dealing with, and reporting irregularities in a timely manner; and
- Reporting to CEO/ Board

Target Group: Senior Internal Audit Staff

Date: To be determined

Venue

Course 17

Employment Obligations of Enterprises

Course Objectives:

At the end of the course, participants would:

- Have acquired enhanced working knowledge in managing employment relations;
- Be able to understand and apply legal and best practices in managing employment relations; and
- Be more confident in advising top management, line managers and supervisors on the management of the human resource at the Enterprise.

Course Contents

- Applicable labour laws on employment relations
- Contract of employment of **indefinite duration**
- Contract of employment for **specified duration**
- Distinction between Contract **for** Service, and Contract **of** Service
- “Contract Workers”; Casual Workers; and Temporary Workers
- Statutory obligations in relation to all employees – NIS, Income Tax deductions, etc.
- The Statutory Duties of Labour Officers in relation to employment issues
- Dispute Resolution - individual and collective issues
- Disciplinary matters: penalties - deduction of wages, suspension +
- Termination of employment; and summary dismissal
- Grounds for summary dismissal
- Constructive dismissal
- Case Studies on dismissal / termination
- Terminal Benefits – earned benefits, service pay, redundancy pay
- Obligations of Employers at the work place
- Obligations of Employees at the work place
- Corporate best practices – sharing of experiences

Target group: Human Resource Managers and Practitioners and Managers with responsibility for HR function

Date: To be determined (one day)

Course 18

The Impact of Leadership on Management

OBJECTIVES:

At the end of the Course, participants would:

- Have acquired more knowledge of the philosophy and practice of leadership;
- Be able to understand and apply best practices in managerial leadership; and
- Improved capabilities in managerial leadership

COURSE CONTENT:

- The challenges and limitations of traditional management styles of Authority / Power / Fixations.
- Challenges and new dimensions of managerial planning and implementation
- Challenging traditional management approaches
- The dynamics of the contemporary work force
- The impact of effective leadership
- Achievements of organizational goals through effective team work
- Enabling approaches for successful managerial leadership
- Barriers and impediments to managerial leadership success
- General Thrust: to promote the principles and practices of good managerial leadership in the working environment
- **Effective Managerial Leadership success = Organization success.**

TARGET GROUP: Senior Managers of Enterprises.

DATE: *to be determined (One day) from 8.30 am – 4.00 pm*

Corse 19

Enterprise Training and Staff Development

Course Objectives:

Staff development & training are geared to enable enterprises through their trainers to:

- ensure that the enterprise has competent well-trained staff on a continuing basis;
- provide for focussed orientation and job-related training for staff;
- develop staff capabilities for current and future needs; and
- provide for personal growth and career development.
-

Course Contents

- Training priorities and the enterprise
- Identification of training needs
- Adequately trained staff
- Maintenance of strong enterprises with capable staff
- Systematic development of staff
- Types of essential training for enterprises
- Concept of essential principles in training
- Managing the training and development function
- The status of training at the enterprise
- 'Training' and 'development' concepts
- Auditing the training function
- Auditing guide lines and use of auditors

Target Group: Heads of Training and Senior Trainers, and Managers with responsibility for the training function in the enterprise

Date: to be determined (one day)

Venue: to be determined

Course 20

Essential Skills in Human Resource Management

Course Objectives:

At the end of the workshop seminar, participants would have gained:

- a deeper understanding of an integrated approach in the human resource management function;
- sharper functional knowledge and skills on what are the human resource specialists responsibilities, and how they function in their organizational context; and
- greater confidence at the senior management level in dealing with the human resource matters of the enterprise.

Course Content:

- **Dimension of the Human Resource Management**
 - Definition of Human Resource Management
 - Who are Human Resource Directors/Managers/Officers
 - Human Resource Objectives
 - Human Resource Policies
 - Human Resource Activities

- **Main Responsibility in Human Resource Management**
- **Human Resource Management Perspective**
- **Human Resource Objectives**
- **Human Resource Policies**
- **Focus Areas for HR Policies**
- **Human Resource Activities**

- **Staff Role in Human Resource Function**
 - Overall Responsibility
 - Advisory Function
 - Service Function
 - Functional Guidance
 - The Role of the Human Resource Manager
 - Human Resource Management as Profession
 - Evaluating the Human Resource Function

- **Negotiation Skills:**
 - Types of negotiations
 - Key concepts in negotiations
 - Preparatory steps in negotiations
 - Building organization skill competence

- **Wages and Salaries Administration - Policies, Techniques and Procedures used for:**
 - Fixing salary levels
 - Policy and developing and maintaining salary structures
 - Progressing individual salaries
 - Control over grading
 - Total benefit packages

- **Presentation Skills**
 - All about presentations
 - Purpose of the presentation
 - Know your audience
 - Adequate preparation
 - Plan for visuals and media
 - Overcome fears
 - Rehearse adequately effectively

- **Convening and Chairing Meetings**
 - All about meetings
 - Set and manage agendas
 - Prepare and conduct meetings
 - How group reach decision

- **Closing:**
 - Evaluation feedback
 - Remarks: Participants and Resource Person
 - Certificate of Participation to follow
 - Thanks and appreciation

Target Group: Human Resource Directors/Managers, Senior Human Resource Practitioners

Date: December 2017 (one day)

CAGI Secretariat and Resource Support

Samuel Jerry Goolsarran
Consultant Adviser – Resource Person and Facilitator

Bibi Shimoon Ramchan
Secretary and Administrative Officer

Quentin Champion
Office Support Assistant

External Resource Persons

Other Resource Persons and Trainers are drawn from within member companies and agencies in the Private and Corporate Sectors.

Samuel J. Goolsarran
Consultant Adviser
CAGI
4 January 2017