

# HR TRAINING

## June 10 & 11

**Instructor: Sophanira Badio**

### Instructor's note

Intensive face-to face training (2 days)

Allow an additional 30 to 45 minutes/day for unforeseen circumstances as internet connection issues.

Digital equipment (for remote training option) • Laptop / Tablet with microphone & camera active • Internet access during the training day (8 consecutive hours) • Necessary software as Microsoft (word, PowerPoint) installed and ready to use • Zoom access

*Names (individual & organizations), characters, and places in case studies are used fictitiously. They are either products of the Instructor's imagination, inspired by other open case studies & tailored for the need of this HR training. Any resemblance to actual cases or persons living or dead, is entirely coincidental.*

### DAY 1: JUNE 10

**DURATION: 8 a.m. to 5 p.m.**

■ Opening / Closing 
 ■ Panel discussion 
 ■ Presentation 
 ■ Evaluation/Assessment 
 ■ Break / Lunch / Networking

TIME	MINS	TITLE	DESCRIPTION	ADDITIONAL INFO	GOALS
00:00	15'	<b>HR TRAINING / BY SOPHANIRA BADIO</b>	<ul style="list-style-type: none"> <li>• Presentation of the Trainer.</li> <li>• information about the content , outcome of the training and other topics.</li> <li>• Agenda check.</li> </ul>	<u>Handout :</u> Training agenda	The goals of the training is to reinforce the capacity of KP-CSOs by providing them the knowledge of the basic concepts and local procedures in human resources management (HRM) and how their application strengthen an organization's capacity overall. Participants are expected to join the entire workshop in order to achieve the training goals.  <b>Methodology</b>  The training methodology uses tuition via PowerPoint presentation, case studies, group activities and a 10 minutes self-assessment quiz after each module to ease peers and facilitator feedback
00:15	30'	<b>Ice breaker activity : One word</b>	Encourage CSOs to participate from the start of the session, to share information about	CSOs will be asked to provide & share one word that describes <b>what comes to their mind first when they think about Human</b>	

			themselves & to get to know each other and feel comfortable.	<b>Resources.</b>
00:45	60'	<b>Module 1: Design of organization</b>	<p>1.1 Purpose of organizing</p> <p>1.2 Organizational structure &amp; design</p> <p>1.3 A guide to writing and maintain job description</p> <p>1.4 Organizational chart &amp; reporting lines</p> <p><u>Outcome:</u></p> <p>A the end, of the module participants will understand how organizational structure can contribute to the achievement of their organization's goals &amp; objectives.</p>	<p><b>Handout &amp; resources:</b> organization chart &amp; job description template</p> <p><u>Group activity:</u></p> <p>(Divide CSOs in 2 groups) to enable discussion &amp; idea generation for identifying the core elements to generate an organizational chart sample.</p>
01:45	15'	<b>Questions &amp; answers session</b>		Intensive interaction/ CSOs will have their questions answered by the Trainer.
02:00	15'	<b>Evaluation QUIZ/ Module 1</b>		<p>MCQ (10 questions) to provide assessment feedback on CSOs/ 10' max</p> <p><b>Handout:</b> Evaluation form</p>
02:15	30'	<b>Break</b>		
02:45	90'	<b>Module 2. Introduction to HRM</b>	<p>2.1. Definition &amp; scopes of HRM</p> <p>2.2. Workplace ethics: benefits &amp; principles</p> <p><u>Outcome:</u></p> <ul style="list-style-type: none"> <li>A the end, of the module participants will demonstrate knowledge of key HRM objectives and principles for effective Staff Management.</li> </ul>	<p><b>Handout:</b></p> <p>Case study</p> <p><u>Group activity &amp; case study on ethic dilemma</u></p> <p><u>Case study:</u> Pierre is an HR Associate working for AIAH. His cousin, Valery, is applying for the Accountant position with the organization and Pierre has agreed to serve as a reference for him. Valery approaches Pierre for advice on preparing for the interview. Pierre has the actual interview questions list for the position &amp; plans to email the list to his cousin so he can adequately prepare.</p> <p>Participants will be asked to identify the ethical issue &amp; anyone who might be affected by Pierre decision and how, (also considering legal issues that may arise) + list 2 alternative actions that would not compromise any values.</p>
04:15	10'	<b>Questions &amp; answers</b>		Intensive interaction/ CSOs will have their questions answered by the Trainer.

		session	
04:25	60'	<b>Break/lunch</b>	1hr break/lunch
05:25	90'	<b>Module 3 : Staffing</b>  3.1.Development of policies & legal implication (employee manual & Haitian labor law)  3.2.Guide to effective recruitment  3.3.Dealing with Haitian laws affecting recruitment (Types of contracts & their legal implication)  3.4.Benefit of internal recruitment & promotion from within  3.5.Volunteer  3.6.Key Population-Recruitment of Diversity & positive discrimination  3.7.The selection process  3.8.Orientation & socialization  <b>Outcome</b> <ul style="list-style-type: none"> <li>Understand main social issues related to employee rights in Haiti, local HR policies and the role of Ministry of Social Affairs and Labor (MAST) in implementing social policy and protecting workers.</li> </ul>	<b>Handout &amp; resources:</b> <ol style="list-style-type: none"> <li>Hiring checklist</li> <li>employment contracts (long term, short term, consultant)</li> <li>promotion letter</li> <li>internship agreement</li> <li>employment manual</li> <li>soft copy of Haitian labor law workbook explained by <i>better Work</i>,</li> <li>case study.</li> </ol> <b>Case study &amp; Discussion:</b>  Key Population-Recruitment of Diversity & positive discrimination / Group discussion to enable discussion about the day-to-day problems, challenges faced by KP. <i>Where a vacancy arises, two candidates (customer care Agents) of equal merit are in a tie-breaker situation with their employer (the Sourire Bank) for a Sale Manager promotion. The HRM has to find some way to choose between them. After reviewing their employee record, the HRM realizes one candidate has been tested VIH positive 2 years ago and HRM choose to offer the job to the HIV positive candidate.</i>
06:55	15'	<b>Questions &amp; answers session</b>	Intensive interaction/ CSOs will have their questions answered by the Trainer.
07:10	15'	<b>Evaluation QUIZ/ Module 2 &amp; 3</b>	<b>Handout :</b> Evaluation form
07:25	10'	<b>First day impressions &amp; wrap up</b>	Restating objectives & highlights in module 1, 2,3,4  Allow participants to give their feedback & impression on 1st training day
07:35			

TOTAL LENGTH: 07:35

**DAY 2: JUNE 11**

**DURATION: 8 a.m. to 5 p.m.**

■ Presentation 
 ■ Panel discussion 
 ■ Evaluation/Assessment 
 ■ Break / Lunch / Networking 
 ■ Opening / Closing

TIME	MINS	TITLE	DESCRIPTION	ADDITIONAL INFO
00:00	60'	<b>Module 4: Supervision overview</b>	4.1. Who is a Supervisor? 4.2. Importance of Supervisor 4.3. Essential supervisory skills (people, Management & technical)  <b>Outcome:</b> Provide CSOs necessary core skills in Management & supervision to oversee, support & supervise the productivity and progress of employees under their supervision. Participants will understand the fundamentals of the supervision framework required to boost individual and organizational needs.	<b>Handout:</b> 1. Case study  <u>Case study:</u> <i>A supervisor calls the HR Manager over the concern of his Administrative Assistant, Judith. The supervisor indicates that Judith had become rude and very neglectful over the past 2 months because she is no longer satisfied with her salary. In fact, Judith accepted to cover during 3 months the maternity leave absence or her colleague, Lisbeth who works as Customer Support. However, her colleague is back since 2 months now and Judith continue to assist customers in addition to perform her own tasks. Moreover, Judith find out that Lisbeth received a pay raise during her ML. Judith had told the supervisor that this matter needs to be addressed because she is being exploited.</i>
01:00	10'	<b>Questions &amp; answers session</b>		Intensive interaction/ CSOs will have their questions answered by the Trainer.
01:10	50'	<b>Module 5 : Performance management &amp; reward systems:</b>	5.1. Performance management VS performance reviews  5.2. The process of performance appraisal  5.3. Modern methods of performance appraisals  5.4. A guide to conduct performance appraisal  5.5. Appraisal and reward  <b>Outcome:</b> Understand the performance management strategies  and know how to apply good staff performance management systems in compliance with local labor laws	<b>Handout:</b> 1. Guide for appraisal
02:00	10'		Questions & answers session	intensive interaction/ CSOs will have their questions answered by the Trainer.
02:10	10'	<b>Evaluation QUIZ/ Module 4 &amp; 5</b>		MCQ (10 questions) to provide assessment feedback on CSOs/ 10' max  <b>Handout :</b>

				1. Evaluation form
02:20	30'	<b>Break</b>		
02:50	90'	<b>Module 6: Compensation and Benefits</b>	<p>6.1.Components of a compensation Systems</p> <p>6.2.Different types of compensation</p> <p>6.3.Designing a pay structure</p> <p>6.4.Definition and Purpose of Benefits</p> <p>6.5.Categories of Benefits</p> <p>6.6.Steps to an Effective Employee Benefits Program</p> <p>6.7.Local requirements &amp; practices</p> <p><b>Outcome :</b></p> <p>After this module, participants will be able to:</p> <ul style="list-style-type: none"> <li>• Explain the importance of Compensation and benefits to attract and retain the right talent</li> <li>• Understand the components of Compensation and benefits management</li> </ul>	<p><b>Handout:</b></p> <ol style="list-style-type: none"> <li>1. Salary scale sample,</li> <li>2. New presidential decree on minimum salary wage</li> </ol>
04:20	10'	<b>Questions &amp; answers session</b>		intensive interaction/ CSOs will have their questions answered by the Trainer.
04:30	60'	<b>Break/Lunch</b>		
05:30	60'	<b>Module 7 : Employee data management</b>	<p>7.1.The important role of confidentiality in HR Processes</p> <p>7.2.Personal record &amp; employee checklist</p> <p>7.3.Time &amp; attendance</p> <p>7.4.Leave administration</p> <p>7.5. A guide to employee separation</p> <p><b>Outcome :</b></p> <p>Successfully manage, maintain and protect employee data.</p>	<p><b>Handout:</b></p> <ol style="list-style-type: none"> <li>1. Case Study:</li> </ol> <p>Fabien, an gay employee of a local NGO which supports local Farmers small business, was spied on by her employer, denied the opportunity to progress within the company and was bullied by HR Manager and other staff members as a result of her sexual orientation.</p>
06:30	10'	<b>Questions &amp; answers session</b>		intensive interaction/ CSOs will have their questions answered by the Trainer.
06:40	10'	<b>Evaluation QUIZ/ Module 6 &amp; 7</b>		<p>MCQ (10 questions) to provide assessment feedback on CSOs/ 10' max</p> <p><b>Handout:</b></p> <ol style="list-style-type: none"> <li>1. Evaluation form</li> </ol>
06:50	10'	<b>Post training evaluation survey</b>		<p><b>Handout :</b></p> <ol style="list-style-type: none"> <li>1. survey form</li> </ol>
07:00	15'	<b>Closing / Comments &amp; Thank-you</b>		

07:15

TOTAL LENGTH: 07:35