

DEVELOPING HR and L&D PROFESSIONALS

The HR business partner model has been around for years but many organisations are still to develop the HR professionals that have the confidence and skills to fulfil the role successfully. The role demands a level of confidence and business understanding that many have not had the opportunity to develop. Technical HR and L&D know-how is no longer enough, great HR professionals must understand customer needs and challenges and influence them to do the right things in order to align their people and improve the performance of their functions.



OVERVIEW

This three day residential development programme has been designed using our experience of working with many HR and L&D professionals in the Public and Private sectors. We have taken the critical essentials and combined them into a challenging and enjoyable development experience. As business people who have moved into HR we bring valuable experiences from both sides of the fence!

The programme allows participants to work on real implementation challenges in a supportive and confidential environment. Participants leave the programme with clear strategies and actions that will drive their current HR imperatives along with tools and techniques to help them develop close and valued relationships with the business.

BENEFITS

As a result of attending this programme participants will be able to:

- Adapt their communication style to successfully influence their customers.
- Comfortably and confidently demonstrate their contribution to the organisation
- Understand strategy and organisational politics and use networks to gain buy-in and support for initiatives.
- Develop their understanding of their customer's situations by using strategic analysis tools.
- Effectively align and evaluate interventions for demonstrable results.
- Walk a mile in their customer's shoes – to understand the pressures that their customers face.
- Develop their own leadership style to ensure they can get people to deliver.
- Use personal sources of power to prepare for challenging interactions.
- Recognise effective internal marketing strategies to promote value adding services.
- Maximise their personal impact when dealing with stakeholders
- Develop the ability to maintain their motivation and confidence in the face of resistance.

PAST PARTICIPANTS SAID:

"The facilitation of the day was excellent and the tools delivered on this programme enabled me to drive my business results."

"The programme helped me to see the need to step back more from the everyday running of the dept in order to motivate and change the perceptions of existing clients and deliver a new ethos to our potential new clients. This has helped me get refocused on the bigger picture and long-term goals."

HOW TO BOOK

Our next open programmes are: 24th-26th November 2008 in Birmingham and 20th-22nd January 2009 in the SE. Details and an application form are available on our website www.happenconsulting.com. This programme can be tailored and delivered in-house. For further information please contact lindseyholman@happenconsulting.com 07872 300840