



**Workshop on Human Resource Management
Amman, Jordan
8-13 March 2008**

Day one:

- Session I: Opening Session
- Session II: Acquaintance and ice breaker
- Session III: Emerging trends in HR management (Culture audit)
- Session IV: An HR audit /SWOT analysis of HRM in Iraq

Day two:

- Session I: HR tools and infrastructure/human resources systems (recruitment, compensation, job descriptions & performance Appraisal, career planning & succession plans, organizational culture)
- Session II: Personality type indicators
- Session III: Handling staff conflicts at work
- Session IV: Exercise in conflict management

Day three:

- Session I: Compensation plans and benchmarking
- Session II: Staff motivation & retention
- Session III: Staff motivation & retention (exercise)
- Session IV: Career planning & development

Day four:

- Session I: Succession plans
- Session II: Job description and classification
- Session III: Performance measurement and link with remuneration, promotion, and career development.
- Session IV: A case study on performance measurement

Day five:

- Session I: Training and development
- Session II: Competency based training
- Session III: Measuring training effectiveness
- Session IV: Inducing a customer care culture

Day six:

- Session I: Management of change
- Session II: The profile of a HR manager in Iraq
- Session III: Course wrap-up and evaluation