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