



أكاديمية الزمالة
العربية البريطانية



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Arab British Academy Fellowship
A.B.A.F





Developing the overall quality of human resources

Objectives

- To introduce participants to the concept of TQM and what this approach achieves from the development of administrative performance in the organizations that apply it in a changing competitive environment.
- To provide the participants with the applied skill in transferring the concepts and philosophies of the total quality to the applied practical reality and the steps of that application and the risks of failure or failure.
- Enable participants to identify factors that support practical application, avoid common mistakes and overcome the problems of QM implementation.
- Methods of developing creativity and innovation (brainstorming - morphological analysis - Delphi method - nominal group - reconciling diagrams ... etc
- Provide participants with the skills of applying quality improvement tools within the work. Within five days training

Who Should Attend?

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- Quality supervisors
- Directors and Heads of Departments
- Executives
- Quality sector staff
- Team leaders and professionals

Seminar Outline

DAY 1

- To introduce participants to the concept, importance and stages of planning to achieve business objectives
- Scientific methods for the stages of preparation of the work plan and follow-up systems
- Role of leadership in motivating subordinates



DAY 2

- The modern concept of human resources management and value "Its Value" in the institutional entity
- Human resources as the most important element in the production of legal, financial and administrative human resources.
- Human capital and its various dimensions.
- Analysis, characterization, ranking and evaluation of functions

DAY 3

- Identify the causes and forms of work pressures and the evolution of their occurrence and how waste time employee?
- Developing the participants' skills in identifying sources of stress in work and understanding the relationship between them and human health.
- Provide participants with skills on how to adopt a time management methodology daily, weekly, monthly and annually
- To avoid working pressure

DAY 4

- To establish a theoretical basis for the concept of "communication" on the basis that it is a technical professional process based on rules and scientific foundations, translated in the form of practical methods, and not on the basis that it is a general and loose activity.
- It demonstrates the importance of "communication" in the lives of practical employees, how it is an effective means of integrating them and achieving constructive interconnection between them, to provide services to their clients as required, and to establish sound professional relationships that can be reliably relied upon with their suppliers.
- Identify methods, forms, types, media, and levels of communication, which in turn constitute an input for them to learn the effective communication skills they should acquire

DAY 5

- The administrative process and location of the planning process including:
- The scientific framework of the administrative process and the importance of planning thereof.
- The role of managerial leadership in motivating the performance of subordinates
- Concept and importance of planning.
- Stages and types of planning process.
- Appropriate behaviors and methods to improve planning.
- Planning specifications in the local work systems with presentation of experiments and models.
- Preparation and implementation of action plans:
- Scientific methods for the stages of preparation of the work plan.
- Methods of gathering and analyzing the information needed to develop plans and commit workers to the plan of action.



- Methods of formulating the objectives of the plan of action from the study of the current situation of the work.
- Negative indicators and symptoms of work plans.
- Implement corrective plans and actions required for implementation.
- Appropriate behaviors to achieve employees' commitment to implement plans.
- Supervision and administrative follow-up of the work plans:
- The importance and types of administrative control.
- Use effective monitoring and follow-up design of plans.
- Follow up and how to draw their procedures.



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