



أكاديمية الزمالة  
العربية البريطانية



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Arab British Academy Fellowship  
A.B.A.F





# Institutional Excellence

## Objectives

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- Key features of human resources management in the era of globalization.
- The most important transformations affecting human resources management.
- Reflections of the new administrative thought on the management of human resources.
- Human Resources Management and Planning as an Introduction to the Development of Balanced Scorecard Systems
- Integrated approach to human resource development and preparation and empowerment.

## Who Should Attend?

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- Customer service staff
- Customer Service Managers
- All of them are related to customer service
- Directors and Heads of Departments

## Seminar Outline

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### DAY 1

- Manpower Planning .
- Integrated approach to recruitment procedures.
- Preparation of Human Resources Development and Planning Manual.
- The concept of Total Quality Management (TQM) as an input to the planning and development of human resources management.
- Elements of training management according to TQM concepts.

### DAY 2

- Job description and analysis.
- Redesign functionality.
- Methods of collecting information for job descriptions.
- Different uses of job description cards.
- Analysis of the skills and attitudes of individuals.



### DAY 3

- Performance management as an open system.
- Outputs of the performance management system.
- Prepare and prepare individuals to accept the performance management system.
- Prepare the organization to accommodate the performance management system.
- Methods of evaluating performance efficiency from an organization perspective.
- Inputs and methods of evaluating the performance of employees and identifying gaps in performance.

### DAY 4

- Human Resources Information System (Need - Challenges).
- Stages of designing human resources information system.
- Stages and Steps of Preparing HR Information System

### DAY 5

- Analysis of the training activity of the institution.
- Implement and evaluate the training process.
- Preparation of training and employment budgets.
- Planning and career development.
- Requirements for preparation and application of career path.



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