

HRC DIVISION COURSE LIST 2017

Administration:	
ADM001	Effective Business Writing
ADM002	Organized Report Writing
Critical Enabling Skills Development:	
CES001	Prevent & Solve Problem through Thinking
CES002	Emotional Intelligence
CES003	Public Speaking
Employee Management & Supervision:	
MAS001	Conducting the Face-to-Face Employee Performance Appraisal
MAS002	Coaching Skills for the Immediate Supervisor
MAS003	Set Key Performance Indicators & Goals for Achievement
MAS004	Grievance Handling & Employee Disciplining
MAS005	Effective Leadership
MAS006	Time Management – Get More Done On Time!
MAS007	Employee Relations Practices Managers/Supervisors should not infringe
MAS008	Management by Objectives
MAS009	Total Performance Planning, Management & Evaluation
MAS010	Essential Skills Of Supervision & Management
MAS011	Coaching for Peak Performance
MAS012	Project Management
MAS013	Managing Change
MAS014	POWER! Supervisory Management
MAS015	How to be an Effective Employee
MAS016	Effective Interpersonal And Communication Skills
MAS017	Developing Motivated & Engaged Employees
MAS018	Problem Solving & Decision Making
Human Resource Management:	
HRM001	A Comprehensive Study Of The Employment Act
HRM002	Recruit, Interview & Select Employees
HRM003	Develop the HR Policies & Procedures Manual
HRM004	Employee - Employer Relations – Case Studies
HRM005	Attract, Engage and Retain Reliable Employees
Productivity Technics:	
PRT001	Productivity Improvement
PRT002	How to be a Result-Achieving Company
Service Excellence/Sales/Marketing:	
SES001	The “SMART!” Relationship Management Program
SES002	The Practice of Delighting the Customer
SES003	Creating WOW in Customer Service