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HUMAN RESOURCES AND TRAINING

# Pioneer Skills for the HR Professionals

Course code: HRT-062

## SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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## — Workshop Overview

Modern HR professionals need more than technical knowledge. They must communicate effectively, influence others, resolve conflicts, prepare professional reports, and contribute strategically to organizational success. As HR continues to evolve from an administrative function to a strategic business partner, professionals need practical skills that build credibility and impact. This course provides participants with the essential skills to succeed in modern HR roles.

### Why Attend

This course uses an interactive and practical approach through presentations, role plays, group discussions, writing exercises, case studies, communication practice, and real workplace examples.

### Who Should Attend

HR Officers  
HR Generalists  
HR Advisors  
HR Coordinators  
Supervisors with HR responsibilities  
New HR Professionals  
Anyone seeking to strengthen practical HR

## — Learning Objectives

- Strengthen communication and interpersonal skills for HR roles
- Improve listening, empathy, and relationship-building ability
- Apply questioning and influencing techniques professionally
- Develop stronger HR reporting and business writing skills
- Manage conflict confidently and constructively
- Understand employee motivation and engagement principles
- Enhance strategic thinking in HR practice
- Build confidence for future HR leadership roles

## — Course Outline

DAY  
1

### Communication Essentials for HR Professionals

- Communication methods used in HR environments
- Active listening and empathy in employee interactions
- Using STAR and FACT techniques professionally
- Probing and guiding questioning methods
- Fundamentals of public speaking for HR staff
- Building trust through clear communication

DAY  
2

### Understanding the HR Function and Service Excellence

- Structure and responsibilities of HR departments
- Building a client-focused HR function
- Importance of customer service in HR
- Internal versus external customers in HR services
- Creating a service mindset across HR teams
- Improving employee experience through HR support

DAY  
3

### Preparing Professional HR Reports

- Principles of business writing for HR
- Structuring clear and professional HR reports
- Identifying and correcting common writing mistakes
- Presenting HR data and recommendations effectively
- Examples of operational and strategic HR reports
- Practical exercise: Drafting an HR report summary

DAY  
4

### Conflict Resolution and Workplace Influence

- Understanding the causes and dynamics of conflict
- Influencing skills for positive outcomes
- Thomas-Kilmann Conflict Model (TKI) in practice
- Managing disagreements between employees and managers
- Building assertive yet respectful communication
- Practical conflict resolution scenarios

DAY

5

## The Future of HR and Personal Growth

- Understanding motivation beyond pay alone
- Role of reward and recognition in engagement
- Key messages for modern leaders and HR teams
- HR evolution from tactical to strategic partner
- Employee relationship management essentials
- Personal skills for future HR roles
- Influencing, assertiveness, and growth planning

## — Upcoming Classroom Dates

| DATE                  | LOCATION                | FEE    |
|-----------------------|-------------------------|--------|
| 5 - 9 October 2026    | London - United Kingdom | €1,925 |
| 12 - 16 October 2026  | Munich - Germany        | €2,125 |
| 9 - 13 November 2026  | Amsterdam - Netherlands | €2,100 |
| 16 - 20 November 2026 | London - United Kingdom | €2,125 |
| 7 - 11 December 2026  | Istanbul - Türkiye      | €1,925 |
| 14 - 18 December 2026 | Kuala Lumpur - Malaysia | €1,400 |
| 21 - 25 December 2026 | Amsterdam - Netherlands | €2,100 |
| 4 - 8 January 2027    | Istanbul - Türkiye      | €1,425 |

## — Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact [info@sparktraining.eu](mailto:info@sparktraining.eu) or +31 85 115 0004.