



HUMAN RESOURCES AND TRAINING

Professional Skills for Human Resources Management

Course code: HRT-046

SPARK TRAINING

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

info@sparktraining.eu

+31 85 115 0004 | sparktraining.eu

— Workshop Overview

Human Resources professionals need more than technical knowledge to succeed. Strong communication, leadership, problem-solving, relationship management, and decision-making skills are essential for supporting employees and driving organizational success. This course helps participants strengthen the professional skills required to perform effectively and build credibility as HR leaders.

Why Attend

This course uses an interactive and practical approach through presentations, case studies, group discussions, role plays, workplace scenarios, self-assessments, and practical exercises.

Who Should Attend

HR Professionals
HR Officers
HR Managers
Recruitment Staff
Employee Relations Officers
Supervisors with HR responsibilities
Anyone working in Human Resources

— Learning Objectives

- Strengthen professional HR communication skills
- Improve problem-solving and decision-making abilities
- Build confidence in handling employee matters
- Enhance relationship management across departments
- Develop leadership and influence skills
- Improve time management and organization skills
- Handle conflict professionally and effectively
- Build a professional HR mindset and presence

Course Outline

DAY
1

Professional Role of HR Management

- Modern role of HR professionals
- Building credibility and trust
- Ethical behavior in HR practice
- Professional image and conduct
- Understanding internal customer needs
- Key challenges facing HR teams

DAY
2

Communication and Relationship Skills

- Effective verbal communication
- Professional written communication
- Active listening techniques
- Building strong workplace relationships
- Influencing managers and employees
- Managing difficult conversations

DAY
3

Problem Solving and Conflict Management

- Structured problem-solving methods
- Root cause analysis basics
- Handling employee complaints professionally
- Conflict resolution strategies
- Negotiation techniques for HR professionals
- Making fair and balanced decisions

DAY
4

Leadership and Personal Effectiveness

- Leadership styles for HR managers
- Taking initiative and ownership
- Time management and prioritization
- Managing pressure and deadlines
- Building resilience and confidence
- Coaching and supporting others

DAY

5

Strategic Contribution of HR Professionals

- Thinking strategically in HR roles
- Supporting change initiatives
- Using data for better decisions
- Continuous improvement in HR services
- Personal development planning for HR careers
- Final workshop: Build your HR professional growth plan

— Upcoming Classroom Dates

DATE	LOCATION	FEE
12 - 16 October 2026	Barcelona - Spain	€1,925
9 - 13 November 2026	Paris - France	€2,250
14 - 18 December 2026	Barcelona - Spain	€2,125
18 - 22 January 2027	Kuala Lumpur - Malaysia	€1,400
15 - 19 February 2027	Dubai - UAE	€1,400
15 - 19 March 2027	London - United Kingdom	€2,100
19 - 23 April 2027	Munich - Germany	€2,125
17 - 21 May 2027	Barcelona - Spain	€1,925

— 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 or +31 85 115 0004.