

COURSE: People for non-People persons (Managing people and situations - leading the human resource.)

LENGTH OF COURSE: Two days

LEARNING OBJECTIVES: Psychological contracts in the workplace are the set of expectations held by employees concerning what they will contribute to an organization (contributions) and what the organization will in return provide to them (inducements). Psychological contracts have changed significantly in the last decade. Employers offer less security, but more benefits, while employees offer less loyalty, but are often willing to work longer hours and assume more responsibility. Good human relations – positive interactions between employers and employees – lead to high levels of job satisfaction and morale. This course is therefore intended to assist the participants understand people, their wants and needs, to enable them to develop good human relationships which will ensure that employees are more productive and more loyal, with a lower level of grievances, absenteeism, and turnover.

COURSE DESCRIPTION: A course to help the manager understand:

- The nature and importance of psychological contracts in the workplace.
- The importance of job satisfaction and employee morale and their roles in human relations in the workplace.
- Theories of employee motivation.
- The strategies used by organisations to improve job satisfaction and employee motivation.
- Different managerial styles of leadership and their impact on human relations in the workplace.
- ‘The Peter Principle.’
- ‘Jumping for the Jelly Beans.’
- ‘Up the organisation.’

COURSE OUTCOME: To produce more effective managers with a broad understanding of the theoretical implications of human resource management.

SUITABLE FOR: Entrepreneurs, business owners and managers, junior managers within the discipline and other managers from different functions who may need a basic understanding of the product to enable them to more fully understand the business and make them more effective managers.