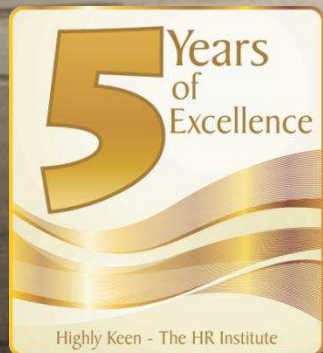


*Add Colors of Excellence to Your HR Career*



# **CERTIFIED HUMAN RESOURCE MANAGEMENT PROFESSIONAL (CHRMPP)**



**Batch # 14**

**16<sup>th</sup> May, 2014 to 20<sup>th</sup> September, 2014**

**(Evening Program)**



# CHRMp Overview

## CERTIFIED HUMAN RESOURCE MANAGEMENT PROFESSIONAL

**A Level – 1 Certification Program for Human Resource Professionals**

**Course Duration: 16<sup>th</sup> May, 2014 to 20<sup>th</sup> September, 2014**

**Class Days: Friday & Saturday, Class Timing: 6:30pm to 9:30pm**

**Venue: Highly Keen – The HR Institute**



The Certified Human Resource Management Professional (CHRMp) is a LEVEL 1 Certification program of Highly Keen that links the theory of Human Resource Management with the practical HR practices of corporate sector. **CHRMp** means subject mastery and professional credibility. Through this certification;

- You will gain job mobility and increased career opportunities.
- You will get practical knowledge, skills and confidence to contribute in your organization's business goals and success.

Individuals who successfully complete the course and pass the required examination are recognized as Certified Human Resource Management Professionals and are entitled to use the designation CHRMp after their name. This Certification will be issued by Highly Keen – The HR Institute (First HR Specialized Institute in the Country).



# Course Outline

## Module 1: Introduction to Human Resource Management

- Tracing HRM from the Pages of History till present
- Journey of HRM in Pakistan
- Preamble of Human Resource Management & Its Functions
- Role of HR Department in Organizations
  - HR Generalist
  - HR Specialist
  - HR Business Partner
- Personality Type of an HR Professional
  - A Brief of Personality
  - The MBTI Personality Assessment Tool
  - Link of MBTI Personality Types to Careers
  - Personality type of HR Professionals
- Career Path of HR Professionals in Pakistan

## Module 2: Strategy and Structure of Organization

- Strategy
- Strategic Management
- Strategic Management Process
- Role of HR in Strategic Management Process
- What is Organizational Structure?
- Description of Various Departments.
- Types of most common structures
- Process of Structure Formulation
- Role of HR in Structure Formulation
- Various Softwares to develop Organizational Charts
- Linkage of Strategy and Structure
- Strategy & structure formulation practices in Corporate Sector of Pakistan

## Module 3: Job Analysis, Job Description & Job Profile

- Job Analysis
- Information obtained from Job Analysis
- Methods to perform Job Analysis

- Job Description
- Components of Job Description
- Steps to write a Job Description
- Usage of Job Description
- The Person Profile
- Advantages of Person Profile
- Guidelines for Making Person Profiles
- Practices of JA, JD and Person Profile in Corporate Sector of Pakistan

## Module 4: Recruitment, Selection & Orientation

- Recruitment ( A process of mutual Attraction)
- Recruitment Methods
- External Recruitment
- Internal Recruitment
- Integrated Marketing Communication in Recruitment
- Selection ( A process of mutual selection)
- Selection Devices (Psychometric Testing, Interviews, Simulations etc.)
- Orientation ( A process of Mutual adjustment)
- Areas to be Covered in Orientation
- Role of Orientation
- Major steps of New Employee Orientation
- Successful Orientation Program
- Evaluate the Success of the New Employee Orientation
- Mistakes to avoid at the time of Orientation
- Operational Process of Recruitment, Selection and Orientation
- Documents to be used in Recruitment and Selection
- Linkage of recruitment, selection and orientation with Strategy
- Recruitment, Selection & Orientation practices in corporate sector of Pakistan

## Module 5: Training & Development

- What is Training and Development
- Important concepts and meanings in Training and Development.
- Step by step Training Process
- Triggering Event
- What is Training Need Analysis (TNA)
- Training Methods, Design, Content Development, Implementation & Evaluation
- Training Bond Agreements
- Operational process of Training and Development
- Documents to be Used in Training and Development
- Linkage of training and development with Strategy
- Training and Development practices in corporate sector of Pakistan

# Course Outline

## Module 6: Performance Management

- What is Performance Management?
- Performance Management Cycle
- Key Result Areas (KRAs) and Key Performance Indicators (KPIs)
- Difference b/w Performance Appraisal & Performance Management System
- Operational process of Performance Management
- Documents to be Used in Performance Management
- Linkage of Performance Management with Strategy
- Performance Management practices in corporate sector of Pakistan

## Module 7: Compensation and Benefits

- Compensation and its Types
- Purposes of Compensation
- How to establish Pay rates
- Developing Grades and Designations
- Salary Survey
- Job Evaluations
- Group Similar Jobs into Pay Grades
- Price Each Pay Grade
- Fine Tune Pay Rates
- Employee Benefits
- Legally Required Benefits
- Discretionary Benefits
- What is Payroll?
- What is Payroll Administration and Payroll Sheets Development
- Payroll Softwares
- Payroll Outsourcing
- Linkage of Compensation and Benefits with Strategy
- Compensation and Benefits practices in corporate sector of Pakistan

## Module 8: Employee Relations

- Employee Relations
- Role of Employee Relations in Organizations
- Employee Grievances
- Approaches to handle Employee Grievances
- Conflicts Handling
- Collective Bargaining

- Employee Counseling
- Counseling Steps
- Preventing Workplace Harassment
- Employee Safety & Health
- Maintaining Workplace Ethics
- Employee Discipline
- Characteristics of a Sound Disciplinary System (Red Hot Stove Rule)
- Types of Penalties for Misconduct / Indiscipline
- Linkage of Employee relations with Strategy
- Employee relation practices in corporate Sector of Pakistan.

## Module 9: HR Policies, Procedures and Documents

- Policies and HR Policies
- Purposes of HR Policies
- Who develops HR Policies?
- HR Policy, Procedure and Documents
- Format of writing HR Policy
- How to write an HR Policy
- Review and Approval Process
- Human Resource Policy Manual
- Components of HR Policy Manual
- Distribution of HR Policies
- Practices related to HR Policies in Corporate Sector of Pakistan

## Module 10: Employee Record Administration, HRIS & HRMS

- What is Employee Record?
- Importance of Employee Record
- How to Prepare and Manage Employee Files
- Role of HR Professional in Employee Record Administration
- What is HRIS and its Role in Managing Employee Data
- Demos of HRIS
- What is Human Resource Management System (HRMS)
- Difference between HRIS & HRMS
- Oracle's PeopleSoft HRMS with Demos
- Microsoft Dynamics GP HR Module with Demos

## Module 11: Emerging Concepts of HRM in Pakistan

- Employer Branding
- Knowledge Management
- HR Audit
- Change Management (Study of Various Change Management Models)
- HR Business Partner Model

## Final Exam

## Some of the Successful CHRMPs of Highly Keen – The HR Institute



**Amir Basharat Butt**  
Manager HR  
AL Noor Hospitals Group, UAE

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**Muhammad Imran Khan**  
Deputy Manager HR  
Master Group

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**Tasneem Shabbir**  
Executive HR  
PEL

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**Khurram Munir**  
Manager HR  
HBL

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**Sabiha Ashraf**  
Manager HR  
Red Signal Software House

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**Raza Hasan**  
HR Executive  
Global Engineering Services

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**Mustafa Qureshi**  
HR Business Partner  
Burj Bank Ltd.

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**Awais Salman Khan**  
Manager HR  
Fatburger

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**Ayesha Qurban Ali**  
Asst. Manager HR & OD  
Bin Rasheed Group

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**Hassan Abbas Baloch**  
Head HR & Trainings  
Daqing Petroleum, CNPC IRAQ

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**Kashif Qayyum**  
Manager HR  
Qadmbros Engineering

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**Sabira Qamar**  
Manager HR  
Enrichers Pvt. Ltd.

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**Yousaf Javaid**  
In-Charge Human Resources  
Royal Tag

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**Saad Masood**  
Executive HR  
Servis Industries

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**Zohaib Saleem**  
Sr. Officer HR Operations  
Netsol Technologies

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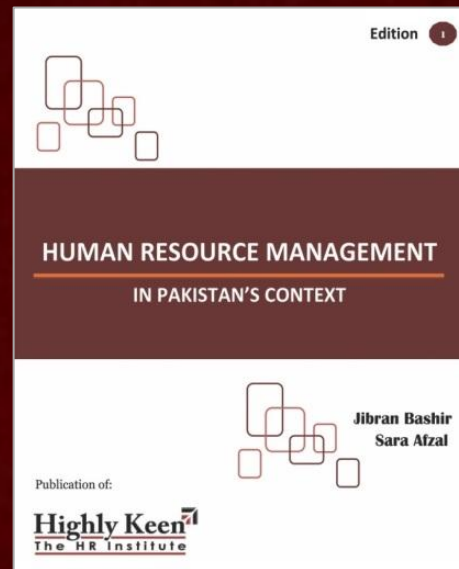
**Umair Ashraf**  
Sr. HR Generalist  
SGC - Sabri Group of Companies

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# Course Quick Facts

## Course Take Away:

Course Participants will be Issued Highly Keen's Publication "**Human Resource Management in Pakistan's Context**" (Book), and an **HR Tool Kit** including Sample HR Forms & Letters, Essential HR Formulas Required during HR Jobs, HR Articles & Journals will be shared as with the Participants.



## Who Should Attend:

- HR Professionals (HR Managers, Executives etc) wishing to improve their HR skills and knowledge
- Newly appointed HR Professionals.
- People from other work fields who aspire to enter in the HRM field (e.g. Admin Manager, Admin Officers).
- Fresh graduates who are planning to start their career in the field of Human Resource Management.
- Entrepreneurs who are taking care of HR activities of their small and medium firms.

## Knowledge Transfer Methodology:

Interactive Lecture & Discussions, Case Studies, Exercises and Role Plays

## Course Fee:

- **Total Course Fee:** PKR, 35,000 Per Person
- **Fee Installment Plan:**
  - Registration Fee: PKR 3,000 (Payable Once)
  - Monthly Fee: PKR 8,000

### \* Discounts:

PKR 1000 Per Month for Two & Above Registrations Together  
PKR 1500 Per Month for female participants OR Students

\* Only One type of Discount can be availed at a time.

\* Fee is inclusive of Course Material, HR Book, Templates of Policy Manuals & Documents, Certification & Professional Networking

## Registration Guide:

- **Email nominations at [info@highlykeen.com](mailto:info@highlykeen.com)**  
\* Your Registrations must be received by Highly Keen latest by 8<sup>th</sup> January, 2014.

### For Registrations Contact:

Course Coordinator  
**Highly Keen – The HR Institute**  
First Floor, 194/1, Y Block Commercial  
Area, DHA – Phase - III, Lahore.  
**Ph: 042-35742628, 0336-4569011**

- **Registration** will be confirmed subject to receipt of payment. Refunds are not entertained however substitute participants are welcomed to attend with prior notice. Highly Keen reserves the right to cancel the course in emergencies.



# About Facilitator

## Jibran Bashir

**HR & OD Consultant / Corporate Trainer / Executive Coach / HR Author**



### **Jibran has conceived, researched and introduced the internationally accepted HR Corporate Master Model**

Jibran is an HRM Author, having published his book titled, “Human Resource Management in Pakistan’s Context”. He is an HR & OD Consultant and Corporate Trainer for companies in a very diverse range of Production & Service sector businesses including Software Houses, Engineering Service Providers, Food Industry, Garment industry, Distribution Houses, Retail Malls, Paper & Board Industry, Sports Goods Industry, Business Process Outsourcing Sector, etc. Prior to being an HR Consultant Jibran has attained his professional experience of Human Resource Management by working for some of the big corporate names of Pakistan; like **DESCON** and **WOL** (now known as Mobilink Infinity). Jibran’s Training horizons have much expanded in past few years, as he has trained employees of Top Notch Organizations in his In-House and Open Enrollment Programs.

Jibran is a Business Graduate with specialization in Human Resource Management. He has been attending various corporate trainings and workshops related to Corporate Leadership, Soft Skills, Team Building Time & Stress Management Skills, Negotiation Skills, Human Resource Management, Performance Management, Entrepreneurship, Small Business Management, ISO 9001-2008, and Knowledge Management. Moreover his research paper on “The significance of HRM in small enterprises of Pakistan” was published in the proceedings of International Conference on Management (organized by HEC & COMSATS) held in January 2008. He presented his Second research paper on “Ethics Based Change Management Model” in the South Asian International Conference 2008 (by Academy of Global Business Advancement - AGBA) and third paper entitled “Adding Intrapreneurial Role in HR Business Partner Model” in Applied Business Research Conference 2009. His fourth Research paper was “Introducing a new HR Model – HR Corporate Master Model” which he presented in South Asian International Conference 2010 (by AGBA) and accepted as well as published by MPRA, Munich University Germany. Recently He presented his fifth research paper entitled, “Job specifications for teaching HRM at University Level in Pakistan” in 4th South Asian International Conference 2012 arranged by AGBA.

Jibran has been teaching as a visiting faculty member to Bachelors & Masters level students at **COMSATS & Punjab University** respectively, as well as he is also the Lead Instructor for various Certification Courses where he facilitates Professionals to gain more in-depth knowledge and insights into work Functions and made them aware of the New Approaches in the field. As a Trainer; Jibran Possesses a real Passion for Development of Professionals, where his strong grip on theory along with his experience creates value for participants. His Lectures/trainings are an extension of his passion through which he is working to realize his dream of helping Pakistani Professionals in achieving their professional goals.

# Course Registration Form

## CANDIDATE DETAILS

Course Title			
Candidate Name			
Father's Name			
Date of Birth			
CNIC Number			
Mobile Number		Email ID	
Organization		Designation	

## EDUCATION DETAILS (Attach Photocopies of Educational Certificates)

Degree	College / University	City	Year of Passing	Division / Grade
Fee Status	<input type="checkbox"/> Paid in Full _____ <input type="checkbox"/> Paid in Installments _____			
Mode of Payment	<input type="checkbox"/> Cheque # _____ <input type="checkbox"/> Online Deposit _____ <input type="checkbox"/> Cash _____			

## CANDIDATE'S UNDERTAKING

a). I certify that the information provided by me including the attachments is correct according to the best of my knowledge. I thus authorize the concerned parties to verify the information provided by me. I understand that falsification in information or records may result in cancellation of admission any time, even during the course. b). I further agree to hold the Highly Keen harmless from any liabilities in the event this application is rejected on the basis of information furnished by me or third person which would make me ineligible. c). I further agree to adhere to the code of conduct of Highly Keen.

\_\_\_\_\_  
Candidate Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



## TERMS & CONDITIONS

- 1) Payment is due when enrolling in the course.
- 2) You can only Cancel your booking under following conditions:
  - a) On a minimum of 10 working days notice before Course Start, at no cost at your end.
  - b) On 7 Days before the date of the Course Start only 50% fee will be charged.
  - c) If cancelled 4 days or less; prior to Course, full fee will be charged or alternatively you can send the details of a substitute attendee.
- 3) In the unlikely event, if we cancel the course you will get a full refund or alternatively get nominated for our future courses.
- 4) We also accept direct cash deposits.
- 5) Cheques will be made in favor of **“HIGHLY KEEN”**
- 6) Send registration form through courier or in person.

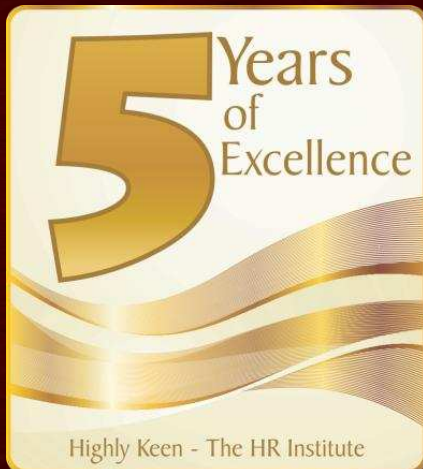
## DOCUMENTS TO BE ATTACHED

(Please ensure that you have attached following documents with this application)

- Two Passport Sized Photographs
- Copy of CNIC
- Photocopies of all Educational Documents
- Proof of Enrollment in Degree (if you are currently enrolled in a degree)
- Fee Payment Cheque / Pay order or Online Payment Deposit Slip

Candidate Signature\*

**Note:** Fill this form and send it along with the required documents to following address.



**Highly Keen – The HR Institute**

**Ph: 042-35742628, 0336-4569011**

**Address:** First Floor, 194/1, Y Block Commercial Area, DHA – Phase - III, Lahore.

**Email:** [info@highlykeen.com](mailto:info@highlykeen.com)

**Website:** [www.highlykeen.com](http://www.highlykeen.com)

**Facebook:** [www.facebook.com/highlykeen](http://www.facebook.com/highlykeen)