



MASTERSTART



Delivered 100% online



4 – 6 learning hours per week



10 weeks

Wits
Business
School
Sculpting global leaders

Human Resource Skills for People Managers

Strong HR skills lead to strong teams and stronger results.

This course will show you how effective use of the HR cycle can connect employee relations, performance, and development to help achieve your organisational goals. Each module links HR principles to real management practices that show you can foster more clarity, consistency, and a culture that performs. It's a clear, human-centric approach to help you build a better workplace.

What will you learn?



Employee management

Overseeing employee performance, relations, and development to support organisational success.



Develop and implement performance reviews

Creating structured feedback processes to evaluate and improve employee performance.



Foster employee development

Supporting growth and career advancement to build a skilled and motivated workforce.



Professionalism

Displaying a high level of competence, behavior, and ethics in the workplace, contributing positively to the work environment.



Operational efficiency

The ability to streamline operations to minimise waste, reduce costs, and improve overall productivity and quality.



Strategic operations

Managing and optimising the operational processes to support the organisation's strategic goals and enhance overall performance.

Contact Us



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www.masterstart.com



Certificate of
Competence

Course outline

 5 collaborative learning sessions



WEEK 1

Orientation

Meet your Industry Expert, Learner Success Coach and other learners



WEEK 2

Module 1

The role of people managers

Understand the responsibilities of people managers in the HR cycle, adapt to workplace changes, and apply key skills to build strong relationships.



WEEK 3

Module 2

Foundations of the human resources cycle

Explore the strategic role of HR, analyse the phases of the HR cycle, and evaluate how people managers contribute to aligning workforce capabilities with organisational goals.



WEEK 4

Module 3

Workforce planning and optimisation

Apply workforce planning principles, use gap analysis, and develop strategies to optimise supply, demand, and hybrid workforce management.



WEEK 5

Module 4

Recruitment, selection and onboarding

Learn effective recruitment and selection processes, design tailored onboarding programmes, and address challenges in managing a diverse workforce.



WEEK 6

Module 5

Managing for performance

Implement effective performance management practices, apply coaching techniques, and address biases.



WEEK 7

Module 6

Learning and career development

Foster a learning culture, apply continuous development principles, and design individual career plans that align employee growth with organisational goals.



WEEK 8

Module 7

Talent and succession planning

Learn succession planning principles, apply tools like the 9-box grid, and design strategies to retain talent and preserve organisational memory.



WEEK 9

Module 8

Employee retention and transition

Analyse the causes of turnover, design strategies to improve retention, and apply ethical practices in managing dismissals and transitions.



WEEK 10

Final assessment

HR Improvement Plan relevant to a business environment.

Who is this course for?

For any manager, supervisor, or team leader who wants to lead with fairness, structure, and confidence. If you're aiming to strengthen HR skills, manage performance and development effectively, and drive organisational success, then this course gives you the tools to do it well and consistently

The learning experience

MasterStart courses are developed to provide a learning experience that builds competence and professional confidence. This unique online learning approach means you will:



Enjoy full learning support for your course, in the form of a dedicated team of an Industry Expert, Learner Success Coach and Learning Support Coordinator.



Learn from a mix of self-paced study modules, quizzes and interactive activities.



Access resources, audio notes, and a community chat for additional support and discussion.



Engage in collaborative learning sessions to apply what you've learned in practical ways.

All MasterStart courses are aligned to Category-B of the BBBEE Skills Development matrix.

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