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**Mandel Training Centre**

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**MANDEL TRAINING CENTRE**

is pleased to offer a

**HR FOR NON-HR MANAGERS COURSE**

At

**Mandel Training Centre, Marlborough, Harare**

## PROGRAMME OVERVIEW

The Labour Act and others pieces of legislation promote and legitimize the existence of collective worker groups. Such collective worker groups are an important feature in industrial relations. Industrial relations dynamics manifest themselves within these worker groups and also in the interaction between the worker groups, individual employees and management. The effective management of these dynamics is crucial for the attainment of the goals of the business or organizations in an increasingly cut-throat and competitive environment, nationally, regionally, and internationally. Poor industrial relations offer in:

- Low employee morale and productivity
- Industrial actions (and other negative forms of work behaviour) and the potential loss of markets.
- High litigation logs unnecessarily increasing operating costs and chewing into the revenue base.
- Unwarranted reputational risks and costs

From the above, it is clear therefore that the management of industrial relations should be every manager's business. This area is too important to be left to specialists only. Indeed, the management of industrial relations is first and foremost the proactive responsibility of line management if long term dividends are to accrue to the business and the organizations.

## KEY FOCUS AREAS

- Describe the generally accepted recruitment and selection procedures
- Identify sensitive key legislative areas that govern the employment relationship and thereby reduce/eliminate labour-related litigation and reputational costs.
- Demonstrate an understanding of the company code of conduct and grievance handling procedure.
- Identify conflict zones and spots and proactively reduce conflict escalation and consequently increase employee morale, trust and productivity.
- Appreciate the importance of training, coaching, mentoring and motivating subordinates.
- Describe your organisation's Performance Management and Employee Reward system

## OUTCOMES OF THE PROGRAM

Value addition to the business through participants being able to:

- Identify sensitive key legislative areas that govern the employment relationship
- Identify conflict zones and spots and proactively reduce conflict escalation
- Increase employee morale, trust and productivity
- Reduce / eliminate labour related litigation and reputational costs
- Increase revenue

## WHO SHOULD ATTEND

This program is designed to provide managers in non-HR positions with a practical understanding of Human Resources Management.

## DURATION

Three (3) days

## INVESTMENT

\$101 dollars per participant per day including lunches and teas (plus certificate). If training is to be done at client's premise, a tuition fee of \$70 per day is payable.

## CONTACT DETAILS

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