



Workshop Profile

Training Workshop on

# **Human Resource Management**

10 – 12 November, 2013

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## Introduction

The training on Human Resource Management was a three day event which was conducted at RCI main office here in Kabul city. It was planned as part of RCI's routine training workshops which are publicly announced on quarterly basis and was conducted on the specified time as planned.

There were seven participants from different organizations (mentioned below) who represented mid-level management at the Human Resource departments of their respective organizations.

## Training Delivery

The event took place from 10<sup>th</sup> to 12<sup>th</sup> of November, 2013. In the beginning, the trainer assigned for the workshop conducted a short pre-training test of the participants which had questions from the concepts planned to be discussed during the course of the training. The main purpose of such a test is to assess the existing knowledge of the participants regarding the concepts included in the workshop contents.

Normally this is followed by an end-of-program post-test which asks different questions but in the same areas which were enquired about in the pre-test. The purpose of the post-test is to analyze the impact of the training on the trainees' knowledge and gain from the training workshop with respect to the ideas and concepts shared during the program.

After the pre-test, the trainees were asked to point out what they expected from the three day program and which areas of HRM they needed to build their capacities in.

The training contents for the HRM training program are designed in a way that the concepts discussed with talk about analyzing the situation and identifying a need for Human Resources and the nature of that need in any given organization. After the need analysis the process of recruiting and selecting the required personnel are discussed. This is followed by steps taken for training and developing the hired employees and compensating their work. Appraising the employee performance was discussed which was followed by a discussion on how to retain good employees.

The trainer also presented concepts and ideas regarding techniques for improving personal productivity in employees, ways to ensure health and safety of the staff, measures to be taken in order to maintain an ethically positive environment in the organization and to utilize diversity in the workforce for the benefit of the firm.

The training delivery from the trainer was accompanied by group discussions, questions and answers and idea sharing by participants relating the topics under discussion to their day today activities.

Similarly there were practical activities performed by the trainees which were for the purpose of exercising and practicing the concepts they were taught by the trainer.

All the three days were full day sessions starting from 09:00 am and concluding at 04:00 pm every day. The second and third days started by a recap of the previous day where participants revised the main concepts discussed the day before. They also asked questions regarding issues they practically faced in their workplace and sought solutions from the trainer.

A post-test and an end of program evaluation were conducted at the end of the third day. As mentioned above, the post-test is used as an assessment of participants' gains from the workshop and the level of their improvement on the topics discussed.

The evaluations are conducted by RCI with the purpose of maintaining an ever improving level of service quality, and improving on any issues present during the workshop which need attention in future programs. The evaluation asked different questions regarding the training – from the list of topics discussed during the program to the teaching skills of the trainer to the overall program effectiveness for the participants when they go back to their work.

The graphs presented below provide a summarized view of the delegates' evaluation responses.

### Topics Covered in the Training

- *Specifying Jobs and Roles in the organization*
- *Recruitment strategies*
- *Process of Selection*
- *HR Development and Trainings*
- *Benefits and Compensation*
- *Performance Management and Appraising*
- *Retaining Employees*
- *Personal Productivity*
- *Employee Health and Wellness*
- *Ethical Behavior in the Workplace*
- *Managing Diversity in the Workforce*

## Participating Organizations

The training participants represented the following organizations:

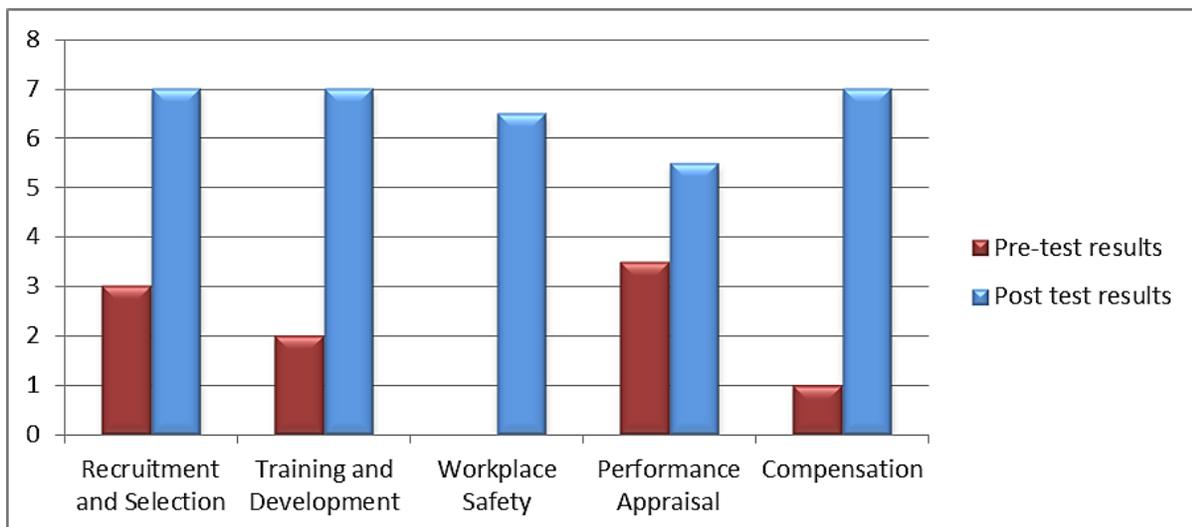


## Effect of the Training Program

No capacity building intervention can be deemed successful if there is not a significant improvement in the skill levels of the participants at the end of the intervention compared to what they knew prior to attending the program.

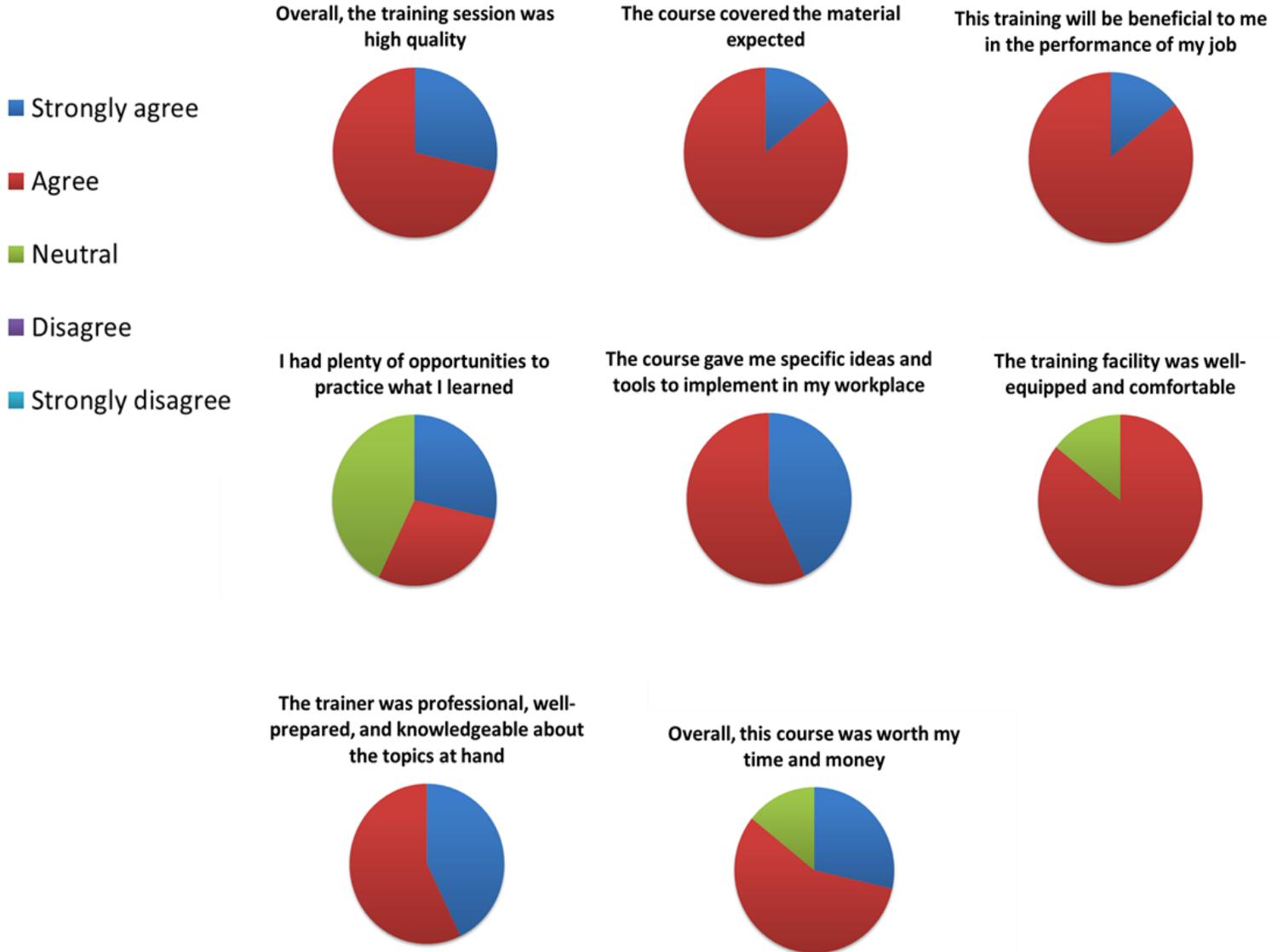
After analyzing the results from the pre and post-tests attempted by the trainees as well as the practical performance of the trainees towards the end of the workshop show that they gained new insights in to the concepts they had either limited or no information about.

The following graph compares the test results from before and after the training tests which were attempted by the training participants.



**Workshop Evaluation:**

The program evaluation conducted by RCI at the end of program was aimed at identifying areas needing improvement and issues in need of being resolved. Training participants ranked the statements provided to them on a scale of 1 to 5 (from strongly agree to strongly disagree). The graphs below show the results of the evaluation:



## Some Photos of Program

