

# STRATEGIC HUMAN RESOURCE MANAGEMENT MOZAMBIQUE

*Building high performing teams through effective people management*

**5, 6 & 7 December 2017 // Southern Sun, Maputo**

**PRESENTED IN PORTUGUESE!**



**After successfully completing the course, you will be able to:**

- Understand Strategic Human Resource Management in Today's Workplace
- Understand the Scope of Labour Relations Management
- Identify Recruitment Needs and Effectively Recruit the Right Candidates
- Compile an Effective Induction Programme
- Conduct Staff Appraisals & Performance Reviews
- Staff Engagement, Team Building & Retention
- Understand Training Needs and Compile Training Schedules
- Deal with Disciplinary Hearings and Dismissals in the Workplace
- Deal with Conflict Resolution in the Workplace
- Understand and Effectively Deal with Retrenchments

**PRESENTED BY: Presented by: Eduardo Chimela**



Eduardo Chimela, Labour Market Analyst Mozambique, Representative of the Minister Labour on the Board of Directors of the National Institute for Social Security. Bcom Economics and Post Grad Strategic Management. Eduardo Chimela held posts at Ministerial level as Director General and Director for Studies and Cooperation at the National Institute for Employment and Vocational Training (INEFP) Ministry of Labour, Employment and Social Security Republic of Mozambique.



**LIMITED CAPACITY DUE TO THE NATURE OF THE COURSE**

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# STRATEGIC HUMAN RESOURCE MANAGEMENT MOZAMBIQUE

## *Building high performing teams through effective people management*

What makes a good manager? How do you successfully manage your team and your human capital, in order to achieve the best results possible? Being in tune with the ever-changing policies and procedures that successfully make a team or company tick, is just as important as being the boss that everyone loves.

Today, many managers enter the world of human resources simply because they are exceptional managers. They have climbed the rank of the corporate ladder to the point where they are now managing a team, which may include employees fresh out of college or professionals who have been in the workforce for some time.

Others enter the human resource field by choice. They want to work in the actual Human Resources department of a company that staffs and operates an organization.

Whether its entering the world of human resources by choice or by being thrown in because of your professional successes, the basic principles remain the same: you not only want to get the job done, but also you want to get it done with good people who work collectively and cooperatively toward a common goal successfully. Hiring the right people, training them, affording them opportunities for growth, all while setting parameters and guidelines, is the key to great human resource management.

Having the ability to create synergy on your team, to drive productivity and provide opportunities for employee growth while developing policies and procedures that apply to all are just a few of the trademarks that make a great manager.

The 3 day Training Course in Strategic Human Resource Management Mozambique is designed to provide HR managers, Labour Relations Practitioners and Line Managers with advanced knowledge and skills to recruit the right people; effectively manage, train and measure staff performance and ultimately create winning teams in order to reach your company goals. The course provides you with an opportunity to develop and further improve your skills in the areas of Human Resource Management and Labour Relations in the context of Mozambique and the applicable legislation

**ALL PARTICIPANTS WILL RECEIVE A CERTIFICATE OF COMPLETION FOR ATTENDING:  
Strategic Human Resource Management Mozambique**



### **THIS 3 DAY TRAINING COURSE IS DESIGNED FOR:**

- Business Managers
- HR Managers and Directors
- Industrial Relations Professionals
- Line Managers and Supervisors

**LIMITED TO 20 PARTICIPANTS**



**AFRICAN INFLUENCE**  
e x c h a n g e

## **About African Influence Exchange**

**African Influence Exchange –  
Researchers, Market Analysts, Connectors & Networkers - through event platforms!**

Our objective is to research and provide strategic information to companies and individuals on current and future business opportunities and market developments. Our mission at AIE is to make credible information sharing in Africa, readily available, transparent and to provide networking platforms. We do this by means of market briefings, panel discussions and webinars.

Whether we are researching the latest market

developments in a specific industry, or unbundling pertinent new legislation, we endeavor to present the subject matter in an interactive and effective manner, through guest speakers and presenters who are experts in their specific fields. Our network of contacts extends beyond South Africa into Mozambique, Tanzania, Kenya, and SubSaharan Africa.

Our training exchange product series brings you hands-on practical knowledge sharing,

presented by hand picked leaders locally and internationally. Designed to enable you to walk out with all the information you need on timely industry changing topics, in the shortest possible time-frame, justifying your time investment.

We offer in-house training courses, tailored for your specific organisational needs and we offer public courses too, applicable to a wider base of organisations, but within the same industry.

# STRATEGIC HUMAN RESOURCE MANAGEMENT MOZAMBIQUE

## Course Content :

### 1. Introduction to Human Resources and Labour Relations Management Principles and Practices

- Human Resource Principles and Terms
- HRM vs. HRD
- The importance of Human Resource Management in Today's Workplace
- The role of Labour Relations vs. organization of the workplace in Mozambique

### 2. The Recruitment Process

- Identify recruitment needs
- What Job Description entails?
- The Selection Process
- Top Interview Questions to Ask
- Conducting the Interview
- Job Offers, Salary Structures and Incentives

### 3. Induction Programmes

- The role of induction to further staff productivity
- Compiling a World Class Induction Programme

### 4. Staff Appraisals and Performance Reviews

- Staff Performance Management and the Systems that Contribute to Performance Management
- Setting Performance Standards for Team Members in a Unit
- Establishing Systems for Monitoring Performance of Team Members.
- Preparing for a Performance Review of a Team Member.
- Conducting the Performance Review Interview

### 5. Staff Engagement, Team Building and Retention

- The relationship between employee engagement and the organization's success
- Strategies for Improving Engagement
- Ways to Prevent and Manage Stress Among Employees
- Review Team Building and Discuss its Importance and Methods
- Develop an Action Plan to Improve Employee Engagement and Teamwork

### 6. Ongoing Training for Success!

- The role of training planning for succession and productivity improvement
- Understanding and Identifying Training Needs
- Training Schedules, Delivery and Evaluation

### 7. Disciplinary Hearings and Dismissals

- Identifying and Addressing Poor Work Performance
- Managing discipline - Approaches and foundations to discipline

### 8. Conflict resolution

- Disputes of rights / interests

### 9. Managing Retrenchments at the Workplace

- Retrenchments according to the Labour Law

### 10. Practical, Case Study and Role Playing Sessions

### VENUE

**Venue:** Southern Sun Maputo  
**Address:** Avenida Da Marginal  
Maputo Mozambique  
**Tel:** +258 21 495 050

**Web:** [www.tsogosun.com/southern-sun-maputo](http://www.tsogosun.com/southern-sun-maputo)



### TERMS AND CONDITIONS

African Influence Exchange Pty (Ltd) Standard Terms and Conditions

### PAYMENT

- Payment is due in full at the time of registration
- Your registration will not be confirmed until payment is received and may be subject to cancellation.
- Payment terms are strictly 10 working days, bookings where payment is not received will be cancelled
- Seats are only guaranteed once payment is received. If a booking is received less than 10 working days before the event a credit card number is required to confirm your place
- Bookings received less than two weeks before the event date can only be paid by credit card.

### BANKING DETAILS

Name of Account: African Influence Exchange  
Bank: The Standard Bank of South Africa  
Account Number: 420 933 077 (Currency: South African Rands (ZAR))  
Account Number: 090731093 (Currency: US Dollars (USD))  
Branch Name: Sandton  
Branch Code: 019205  
Swift Code: SBZAZAJJ  
Address: 1st Floor, Corner Fredman Drive and 5th Street, Sandton, 2196  
Tel: 0860 109 075

### DISCOUNTS

- In order to qualify for any early registration discount rate, booking and payment must be received before the deadline date listed in the event marketing material.
- Any other discounts offered by African Influence Exchange (including team discounts) also require payment within the stipulated 10 days
- No discount offers may be combined with other offers
- African Influence Exchange can only guarantee seats once payment has been received

### SUBSTITUTIONS & CANCELLATIONS

Attendees may nominate an alternative person from their organisation to attend up to 24 hours prior to the start of the event, at no extra charge. Should substitution not be possible, cancellation charges apply as follows:

- 8 weeks or more prior to start of event: 10% of the attendee fee
- 4 to 8 weeks prior to start of event: 50% of the attendee fee
- 4 weeks or less prior to start of event: 100% of the attendee fee

All substitutions and cancellations must be received in writing

### ACCESS REQUIREMENTS

Attendees should advise of any special access requirements at the time of registration.

### REGISTRATION INFORMATION

Registration information will be sent to registered attendees by email at least seven days prior to the event. Any attendee not receiving the registration information should contact us by email to [enquiry@africaninfex.com](mailto:enquiry@africaninfex.com)

### ALTERATIONS TO PROGRAMME - Cancellation/Postponement of Event

AIE reserves the right to make alterations to the event programme, venue and timings. In the unlikely event of the programme being cancelled by AIE, a full refund will be made. Liability will be limited to the amount of the fee paid by the attendee/s. In the event of it being found necessary, for whatever reason, that the event is being postponed or the dates being changed, the organisers shall not be liable for any expenditure, damage or loss incurred by the attendee/s. If by re-arrangement or postponement the event can take place, the booking between the attendee and the organisers shall remain in force and will be subject to the cancellation schedule in paragraph 3.

### SPEAKERS

Views expressed by speakers are their own. AIE cannot accept liability for advice given, or views expressed, by any speaker at the event or in any material provided to attendees. In the event that a speaker is presenting in another language, other than English, AIE will provide on-site, live translation into English. AIE is not obliged to translate the presentation slides / presentation material into English during or after the event. Translation is not available at training courses.

### PHOTOGRAPHY & FILMING

For promotional purposes, there may be a professional photographer and video filming taking place during the event. Attendees who do not wish to be filmed or recorded should advise the organisers by email to [enquiry@africaninfex.com](mailto:enquiry@africaninfex.com) 48 hours prior to the event start date.

### DATA PROTECTION

By submitting registration details, attendees agree to allow AIE and companies associated with the event to contact them regarding their services. Attendees who do not wish to receive such communications please email [enquiry@africaninfex.com](mailto:enquiry@africaninfex.com). The contact details of registered attendees will be placed on the attendee list which will be passed to sponsoring companies and to all attendees for them to see who is at the event for the purpose of networking and meetings. Attendees who do not wish to be included on this list should advise at the time of booking.

### YOUR DETAILS

To ensure we have your correct details, please email [enquiry@africaninfex.com](mailto:enquiry@africaninfex.com) to inform us of any incorrect details which we will then amend.

Full terms and conditions are available at  
[www.africaninfex.co.za/terms-and-conditions](http://www.africaninfex.co.za/terms-and-conditions)

### Delegate Pricing

	USD (US Dollars)
3 day training course	USD 890
GROUP DISCOUNTS: Register 3 or more:	USD 820 per person

Limited Capacity due to the nature of the course.

### DELEGATE 1

☐ Mr ☐ Mrs ☐ Dr ☐ Other Title \_\_\_\_\_

Name \_\_\_\_\_ Surname \_\_\_\_\_

Company \_\_\_\_\_ Job Title \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_ Country \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

☐ I agree to African Influence Exchange payment terms. If you have not received an acknowledgement before the conference, please call us to confirm your booking

### DELEGATE 2

☐ Mr ☐ Mrs ☐ Dr ☐ Other Title \_\_\_\_\_

Name \_\_\_\_\_ Surname \_\_\_\_\_

Company \_\_\_\_\_ Job Title \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_ Country \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

☐ I agree to African Influence Exchange payment terms. If you have not received an acknowledgement before the conference, please call us to confirm your booking

We also accept payment by the following methods:

☐ By Credit Card Valid from

Please debit my credit card: ☐ Visa ☐ Master card ☐ American Express

Card No

Cardholder's name \_\_\_\_\_

Card billing address (if different from Co address) \_\_\_\_\_

Country \_\_\_\_\_ Postcode \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_