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COURSE BROCHURE

Human Resources Basics for Non-Specialist Managers Training Course

2 – 6 May 2027
Amman

Human Resources Basics for Non-Specialist Managers Training Course

Ref: 2607_99136 **Date:** 2 – 6 May 2027 **Location:** Amman **Fees:** 3300 GBP

Human Resources Basics for Non-Specialist Managers is a 1-week training course for line managers and team leaders who handle people matters without a specialist background, and who leave with a manager's people-task checklist. Hiring, absence, conduct and record-keeping now sit with line managers far more than before, so sound everyday judgement protects fairness and trust. Jupiter Prime Training delivers Human Resources Basics for Non-Specialist Managers.

Why Human Resources Basics for Non-Specialist Managers Matters Now

Flatter structures, hybrid working and leaner people teams have moved many employment decisions to the line. A manager who handles selection, sickness absence and conduct concerns calmly keeps teams stable and avoids disputes; one who improvises creates inconsistency, grievances and lost talent. The course rests on the employee lifecycle, fair process principles and the separation between manager decisions and specialist advice, all explained in plain terms.

Who Gains Most from Human Resources Basics for Non-Specialist Managers

- Supervisors who approve leave, monitor attendance and hold first return-to-work conversations
- Team leaders who sit on interview panels and recommend hiring choices
- Section heads who raise early conduct or capability concerns with staff
- Newly promoted managers who keep records of staff decisions for the first time

Operations, logistics or service units gain most when several supervisors attend together and agree one shared way of handling routine staff matters.

Human Resources Basics for Non-Specialist Managers Capabilities

Participants turn scattered staff matters into routine, defensible manager actions with clear points of escalation.

- Apply structured interview questions and scoring sheets — the shortlist and hiring recommendation
- Assess absence patterns using simple trigger points — the return-to-work conversation and follow-up
- Communicate conduct concerns through an informal first conversation — the employee and their trust in fair treatment
- Specify file notes that record facts, dates and agreed actions — any later formal process
- Weigh when a matter needs specialist advice — the people team and escalation timing
- Build a personal routine of probation and check-in reviews — new joiners and their confirmation decision

Key Human Resources Basics for Non-Specialist Managers Terms

- Employee lifecycle — the stages from hiring and onboarding through development and change to exit that a manager influences.
- Probation review — a structured check, before confirmation, that a new joiner meets the standards set for the role.
- Absence trigger point — an agreed level of sickness absence that prompts a supportive review conversation with the employee.
- Return-to-work conversation — a short meeting after absence to welcome the person back, check wellbeing and agree any adjustments.
- Informal resolution — addressing a concern early through conversation and agreed actions before any formal process starts.
- File note — a dated, factual record of a staff conversation, decision or agreed action kept for later reference.

Human Resources Basics for Non-Specialist Managers Day by Day

Day 1: The Manager's Place in the Employee Lifecycle

- Employee Lifecycle Map — Where Line Decisions Shape Staff Experience
- Manager and Specialist Role Split — Who Decides and Who Advises
- Policy Handbook Navigation — Finding the Rule Before Acting
- Fair Process Principles — Consistency, Notice and the Right to Respond
- Personal Data Handling Basics — Storing and Sharing Staff Information Safely

Day 2: Hiring and Bringing People In

- Role Requirement Profile — Deciding What the Vacancy Really Needs
- Structured Interview Question Set — Comparing Candidates on Equal Terms
- Candidate Scoring Sheet — Turning Panel Notes Into a Recommendation
- First-Week Induction Plan — Settling New Joiners Into the Team
- Probation Review Meetings — Confirming or Extending a New Appointment

Day 3: Attendance, Wellbeing and Leave

- Absence Record Reading — Spotting Patterns Behind Short Sickness Spells
- Absence Trigger Points — Deciding When a Review Conversation Is Due
- Return-to-Work Conversation Guide — Welcoming Back and Agreeing Adjustments
- Leave Request Balancing — Fair Approval Across Peak Periods
- Wellbeing Signposting — Referring Staff to Support Without Diagnosing

Day 4: Conduct, Concerns and Records

- Informal Resolution Conversation — Raising a Concern Early and Calmly
- Standards Reminder Letter — Confirming Expectations After a Discussion
- Escalation Decision Tree — When to Bring In People Specialists
- File Note Discipline — Recording Facts, Dates and Agreed Actions
- Staff Complaint First Response — Listening, Logging and Passing On

Day 5: Practising the Manager's People-Task Checklist

- Hiring Panel Role-Play — Applying Scoring Sheets to Mock Candidates
- Absence Case Simulation — Running a Return-to-Work Conversation
- Conduct Case Walk-Through — Choosing Informal Action or Escalation
- Peer Review of File Notes — Testing Records Against Fair Process
- Manager's People-Task Checklist — Completing a Personal Routine for Staff Matters

Applying Human Resources Basics for Non-Specialist Managers After the Course

- Run return-to-work conversations for every absence in the next month using the guide and file note format
- Review open probation cases in the team and hold structured probation review meetings for each

Human Resources Basics for Non-Specialist Managers Questions FAQ

What is Human Resources Basics for Non-Specialist Managers and why does it matter now?

It is the set of everyday people tasks a line manager handles without specialist training. It matters now because hiring, absence and conduct decisions increasingly sit with managers, and consistent handling protects fairness, team stability and trust in leadership.

Which roles gain most from Human Resources Basics for Non-Specialist Managers?

Supervisors, team leaders and newly promoted managers gain most. They approve leave, sit on interview panels, raise early concerns and keep staff records.

How does Human Resources Basics for Non-Specialist Managers differ from a strategic human resources course?

It focuses on routine line decisions rather than people strategy. A strategic course serves specialists designing policies and workforce plans; this one equips managers to apply those policies fairly in daily hiring, attendance and conduct situations.

What do you bring back from Human Resources Basics for Non-Specialist Managers?

You bring back a personal checklist for staff matters. It sets out the steps, records and escalation points for hiring, probation, absence and conduct.

Human Resources Basics for Non-Specialist Managers: The Way Forward

The manager's people-task checklist first guides the next hiring or absence decision a participant faces. Supervisors use it day to day, and people specialists can rely on it for well-documented cases. After its first use, revisit the escalation points with the people team as policies and team needs change.