

# Human resource risk seminar



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I have included several examples of seminars available, the risk factors they address and the information would want addressed for each seminar.

National Seminar Training provides a class on Advanced Negotiation Strategies for Handling Really Tough-to-collect Accounts.

This class is excellent for monetary account collectors and should be utilized to address issues with monetary collection, Loss of business due to difficult customers, slowed production, and stressed employees, from employee's lack of knowledge on how to appropriately deal with difficult customers.

Because loss of business represents a huge risk to any for profit organ action my first question would be, " What type of guarantee is provided that employees will see a significant successful change in how they deal with customers? " Another question that holds importance is " How do you address the cultural differences in employee training and with customers in a global organization? " Because globalization has become commonplace with the increased use of technology and travel it is important to note whether or not the class will address this in the class.

According to University of Phoenix Human Resource Management (n. D. ) " A force affecting the management of human resources is the globalization of business, as evidenced by international outsourcing and lobar competitive pressures".

Stress can also represent a risk factor that affects employee productivity and attendance. " Stress is a hazard that can cause both psychological and physiological problems over a prolonged period" (University of Phoenix,

2008, p. IX). My last question would be “ How does this class ease stress in employees and increase employee productivity?

National Seminars Training provides a course, Payroll Law, which assists employees in learning laws related to payroll and address risk factors such as employment law compliance and minimizing costly legal mistakes. Since payroll represents a large integral part of virtually all companies, acute attention to its risk factors and how to overcome the issues they represent is vital. Again due to the nature of globalization and how it permeates most businesses, knowing “ Does this class address global payroll laws and issues that involve global operations? Also knowing the limitations of the class can be helpful to assess weak areas.

“ Which laws remain unaddressed in this class? This question can help identify those weak areas still needing attention. Also from an HARM standpoint would like to know “ What the monetary relation between time saved is and increased productivity? Knowing how much money a company will save by increasing productivity and reducing errors is important to determine whether the class is worth the investment.

National Seminars Training also provides a course on Mastering [email protected] Macros, Which informs attendees how to create Macros and utilize them within Microsoft Excel. This seminar can address risk factors such as decreasing rate or errors and help to increase productivity. Important questions to help determine the value of the course are “ can macros learned in this seminar apply to other soft.

Ware, such as BMW Remedy and SAP? ‘ Most companies use a multitude of software and taking a class on macros for each of these programs is unrealistic.

Determining how adaptive the information is can help HARM decide whether or not this class is a worthwhile investment. Also determining the value is of great importance, so another important question to ask is, “ What is the average amount of time saved using macros? ” If the time saved is only minutes, than the course may not be worth the time and money it will cost to train multiple individuals. Another important question is, “ What the monetary correlation between the amount of time saved and increased productivity? In other words will saving time save the company money? ” and “ How much money will it save? ” These questions all help to analyze the validity of time and money spent on this course. American Management Association provides a seminar Customer Service Workshop, which provides students with the tools to successfully deal with customers and encourage repeat business.

This particular course addresses risk factors such as repeat business, increasing positive company image, and increasing radioactivity.

Customer Service is a valued skill in almost all businesses, would want to know, “ Is customer service a learned talent or an inherent skill requiring aptitude that can be built upon? ” this question can help me determine if training individuals who are under performers is worth it or should I only look at improving upon employees with an aptitude for dealing positively with customers. According to University of Phoenix Human Resource Management

(n. D) “ Human capital is the collective value of the capabilities, knowledge, skills, life experiences, and motivation Of an organizational workforce.

“ Does this course increase the human capital value? ‘ and “ What is the correlation between increased positive customer service and sales? ‘ these questions help to determine the value of the course and if it is worth the investment. American Management Association provides a course, Search Engine Optimization (SEE) Boot camp, which teaches participants how to create websites that optimize customer perusal and how to increase profits through web advertisements. This course addresses risk factors such as increasing productivity, providing a competitive edge, and avoiding common mistakes.

Increasing productivity represents a huge risk factor, it doesn’t necessarily mean doing more, but working smarter not harder. For profit companies are in the business of making money so knowing “ What is the average increase in profit utilizing the learned techniques? ” helps management determine the expected profits.

Also because customers use different search engines knowing, “ Besides Google what other search engines will be covered in this class”? Can assist management with determining whether additional training is required or if here is a gap in knowledge acquired.

Because this is a boot camp intended to improve upon already acquired skills knowing “ What type of core skills are required to successfully complete this course” will help HARM determine who should take this class and whether it will improve their skills. HARM must thoroughly examine its weaknesses and <https://assignbuster.com/human-resource-risk-seminar/>

needs to determine the areas that need require the most improvement. After this determination, management should analyze whether the course will address the needs and requirement of the companies and the risk factors they are looking to improve.