

Strategic Human Resource Management

9 - 11 November 2011
Trinidad and Tobago



COMMONWEALTH
TELECOMMUNICATIONS
ORGANISATION



Overview

Strategic HRM is the managerial process requiring human resource policies and practices to be linked with the strategic objectives of the organisation.

During this 3 day course delegates will gain the knowledge to be able to effectively distinguish traditional HR management whilst meeting business objectives in a strategic manner.

On completion of this course delegates will be able to deliver effective HR strategies within the organisation creating efficiencies in:

- Usage of practical tools for application in the workplace
- Know how to become a strategic partner within an organisation
- Having an enhanced ability to positively impact an organisation's bottom line

Organised under



In conjunction with



For more information about this course, or to register, contact us on:
Tel: +44 (0) 208 600 3800
Fax: +44 (0) 208 600 3819
Email: programmes@cto.int

www.cto.int

Objectives

At the end of the course participants should:

- Know the difference between Strategic HRM and HRM
- Understand the link between Strategic HRM and business goals and realities
- Understand the seven step HRM process
- Learn practical tools for application within the workplace
- Gain knowledge and understand how to become a strategic partner within any organisation
- Learn and develop the ability to positively have an impact on the organisation's bottom line

Target Audience

Management Level HR Practitioners

Expected Outcome

- Critical understanding of the link between Strategic HRM and business goals and realities
- Knowledge of how to become a strategic partner within an organisation
- Enhanced ability to positively impact the organisation's bottom line
- Tools for practical application in the workplace
- Understanding of the core management skills necessary to be effective Strategic HRM practitioner
- Action plan for improving skill set

About the Programme for Development & Training (PDT)

Managed by the CTO, the PDT is a unique low-cost membership programme providing professional training and capacity building courses on telecommunications policy, regulation, technologies and business management.

The PDT has delivered over 3700 bilateral training and consultancy projects, covering every aspect of the telecommunications industry, training over 36,000 professionals in 33 countries of the Commonwealth.

Course Outline

Key Topic Areas:

Day 1

- Defining organisational strategy
- Key components of good organisational strategy
- Linking HR strategy to organisational strategy

Day 2

- Implementing HR strategy
 - o Key HR functions
 - o Tool and practices
- Choosing the right fit for your organisation
 - o Identifying and overcoming obstacles

Day 3

- Measurement and monitoring tools
 - o Goal setting
 - o Performance management
 - o Benchmarking
- Self assessment

About the CTO

The Commonwealth Telecommunications Organisation (CTO) is an international development partnership between Commonwealth and non-Commonwealth governments, business and civil society organisations.

It provides the international community with effective means to help bridge the digital divide and achieve social and economic development through the use of Information and Communication Technologies (ICT) in the specific areas of telecommunications, IT, broadcasting and the internet.

Expert Profile

Jacqueline, Yorke-Westcott



Jacqueline Yorke-Westcott has over thirteen years experience in organizational development, facilitating interventions with a wide range of public and private sector clients locally and regionally. Jacqueline's formal qualifications include a BEng (Hons) Civil

Engineering Degree and a Masters Degree in Training and Human Resource Management. She is also a Certified Trainer (Arthur Lok Jack GSB), and part-time lecturer in Human Resource Management at the Cipriani College of Labour and Cooperative Studies.

Jacqueline is currently completing a Certificate in Organisational Development with the NTL Institute for Applied Behavioural Science. Jacqui is a member of several professional organizations including: the Institution of Civil Engineers; Society for Human Resource Management (SHRM) and the Human Resource Management Association of Trinidad and Tobago (HRMATT).

Jacqueline offers a wealth of experience and expertise in several developmental areas including:

- Strategic Planning and Visioning
- Strategic Human Resource Management
- Manpower Planning
- Recruitment and Selection
- Training and Development
- Employee and Industrial Relations
- Compensation, Pension and Group Benefits Administration
- Policy and Procedure Development and
- Performance Management Systems.

Professional Memberships

- Institution of Civil Engineers
- Society for Human Resource Management (SHRM)
- Human Resource Management Association of Trinidad and Tobago (HRMATT)

Directorships

- Yorke Structures Limited
- Mount Irvine Bay Hotel
- Wasteco (Trinidad) Limited

Registration form

Strategic Human Resource Management
9 - 11 November 2011, Trinidad and Tobago ID: 7212

Please fill in this application form and fax it back to +44 208 600 3819 or return it to the CTO at the address below. Please use CAPITAL LETTERS.

Personal details

Mr/Mrs/Ms/Other First name Last name

Job title

Organisation

Address

City Postcode Country

Tel Mobile Fax

Email

Authorising line manager's name

Authorising line manager's email

Payment options

1) Select delegate rate (please refer to the list of CTO members/PDT Partners provided overleaf)

Standard rate

CTO members £799
PDT partners £799
Others £1,199

2) Payment mode (choose one option only)

Invoice
Invoice me at the above address (Discounts do not apply, payment must be received by us prior to event).

Cheque
Cheque enclosed, payable to "CTO HQ"

Bank transfer
Make payments to: Coutts & Co.
440 Strand, London, WC2R 0QS, UK
A/C Name: CTO; A/C Number 083675071
Bank Sort Code :18-00-02
SWIFT Code: COUT GB22
IBAN Reference: GB72COUT18000208367507

Credit Card: Visa / Mastercard (delete as appropriate)

Card holder's name

Card holder's billing address (if different from above)

Card number | | | | | | | | | | | | | | | | | | | | | |

Valid from ..M/M/YY.. Expiry date ..M/M/YY.. 3 digit security code on back of card | | |

Signature

Date Name Signature

Additional information

To help us improve our services to you and your organisation, please tell us more about yourself and your organisation.

Your role in the organisation

Strategic / executive
 Planning
 Control
 Operational

Your area of work in the organisation

Business development
 Corporate affairs
 Customer service and care
 Engineering and technical management
 Financial, purchasing & investor relations
 IT / IP management
 Marketing and sales
 Public relations and corporate communications
 Regulatory and legal affairs
 Telecoms network management
 Human resources
 Other

Your organisation type

Government
 Regulator
 Operator
 Manufacturer
 Other

Your organisation's service areas

Fixed network / services
 Mobile / wireless network / services
 Satellite network / services
 Internet
 Broadcasting
 Value-added services
 Support
 Other services

REGISTRATION DEADLINE

4th November 2011

3 SIMPLE WAYS TO REGISTER

- Fill in and fax this form back to +44 208 600 3819
- Call the programme team at +44 208 600 3800
- E-mail the programme team at programmes@cto.int, quoting the course "ID" above.

NEED HELP?

Call us now on +44 208 600 3800 or e-mail the programme team at programmes@cto.int

Summary Terms and Conditions

The CTO will endeavour, as can be reasonably expected, to ensure that the course is delivered to meet delegates' expectations. Registration is subject to availability and payment received by the deadline where specified for each course. Dates may be subject to changes. Travel, accommodation, daily transportation to venue, subsistence and other costs are the sole responsibility of the delegate and are not included in the above fees. Applicants are responsible for their visa arrangements and other formalities wherever required. Course bookings may be cancelled at the discretion of the CTO or its partners. Applicants paying by bank transfer are responsible for bank charges and any other such costs and should ensure the exact amount in GBP Sterling is credited in the CTO bank account. Applicants requiring additional information prior to their booking should ensure they provide sufficient time before the booking deadline. Cancellation rules apply, as summarised below. For a full version of our Terms and Conditions, please visit our website at www.cto.int.

Cancellations / Refunds

For delegate cancellations/withdrawals, the following refund rules apply:

- 31 days or more prior to event: the full amount less a handling charge of 10% or a minimum of £55, whichever applies
- 30 days or less prior to event: no refund

For CTO cancellations/withdrawals, delegates are entitled to a 100% refund within 60 days of the withdrawal/cancellation. Refunds will be made by bank transfer only.

Data Protection / Privacy

The CTO does not sell, rent or lease its customer information to third parties. We may, from time to time, contact you on behalf of a third party/partner about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (email, name, address, telephone number) is not transferred to the third party/partner. In addition, we may share your information with trusted partners to help us perform statistical analyses, send you by e-mail or postal mail, provide customer support, or arrange for deliveries or other such services. All such third parties are prohibited from using your personal information except to provide these services to the CTO and they are required to maintain the confidentiality of your information. For more information about our privacy policy, visit our website at

www.cto.int

CTO Member Countries

Bangladesh
Bangladesh Telecommunication Regulatory Commission

Barbados
LIME

Botswana
Ministry of Transport and Communications

Cameroon
Telecommunications Regulatory Board

Cyprus
Ministry of Communications and Works

Fiji
Ministry for Justice, Electoral Reform, Public Enterprises and Anti-Corruption

The Gambia
Public Utilities Regulatory Authority

Ghana
Ministry of Communications

Guyana
Ministry of Public Works and Communications

India
Ministry of Communications and Information Technology

Jamaica
Office of Utilities Regulation

Kenya
Communications Commission of Kenya

Lesotho
Lesotho Communications Authority

Malawi
Malawi Communications Regulatory Authority

Malaysia
Malaysian Communications and Multimedia Commission

Malta
Ministry for Competitiveness and Communications

Mauritius
Ministry of Information Technology and Telecommunications

Mozambique
Instituto Nacional das Comunicações de Moçambique

Nigeria
Ministry of Information and Communications

Pakistan
Pakistan Telecommunication Authority

Papua New Guinea
National Information and Communication Technology Authority

Seychelles
Ministry of Information Technology and Communication

Sierra Leone
National Telecommunications Commission

Solomon Islands
Department of Transport, Works and Communications

South Africa
Department of Communications

Sri Lanka
Telecommunications Regulatory Commission

Swaziland
Swaziland Posts and Telecommunications Corporation

Tanzania
Tanzania Communications Regulatory Authority

Trinidad & Tobago
Ministry of Public Administration

Uganda
Uganda Communications Commission

United Kingdom
Ofcom

Vanuatu
Telecom Vanuatu Ltd.

Zambia
Zambia Information and Communications Technology Authority

Important: Member rates apply to nominated CTO Full Member Country delegates, as well as delegates from CTO Sector Members as listed below.

With the exception of delegates from organisations listed under 'PDT Partners and CTO Sector Members' below, delegates from Associated National Member Countries (Antigua Barbuda, Dominica, Grenada, Maldives, St. Christopher Nevis, St. Lucia, St. Vincent and the Grenadines, Tonga) and Associated Territories (Anguilla, Ascension, Bermuda, Cayman Islands, Falkland Islands, Gibraltar, Montserrat, St. Helena, Tortola, Turks Caicos Islands) do not benefit from CTO Member Country rates.

PDT Partners and CTO Sector Members

Bangladesh
Bangladesh Telecommunication Regulatory Commission

Bermuda
Department of Telecommunications

Botswana
Botswana Telecommunications Corporation

Cameroon
Telecommunications Regulatory Board

Canada
Alliances Consulting Group Inc, ESI

Fiji Islands
Fintel

Finland
Microtask, Nokia, NSN

The Gambia
Gambia Telecommunications Company, Public Utilities Regulatory Authority

Ghana
Kasapa, Ministry of Communications, Vodafone

Gibraltar
Gibraltar Regulatory Authority

India
BSNL, Eagle Photonics

Jamaica
Office of Utilities Regulation

Kenya
Communications Commission of Kenya
Safaricom

Malawi
Malawi Telecommunications Ltd.

Malaysia
Telekom Malaysia Berhad*

Malta
Exigy

Mauritius
Mauritius Telecom, Information and Communication Technologies Authority

Mozambique
Telecomunicações de Moçambique

Nigeria
Ministry of Information and Communications, Nigerian Communications Commission, Airtel*

Papua New Guinea
Telikom PNG

Seychelles
Cable Wireless Seychelles

Sierra Leone
National Telecommunications Commission, Sierra Leone Telecommunications Company

Solomon Islands
Solomon Telekom

South Africa
Independent Communications Authority of South Africa, Pygma Consulting, Sentech, Telkom South Africa, Universal Service and Access Agency of South Africa

Southern Sudan
Government of Southern Sudan

St. Vincent & the Grenadines
National Telecommunications Regulatory Commission

Swaziland
Swaziland Posts and Telecommunications Corporation

Sweden
Ericsson

Tonga
Tonga Communications Corporation

Trinidad & Tobago
Development Consulting Centre, Telecommunications Services of Trinidad and Tobago

United Kingdom
GSMA, SGS International

Vanuatu
Telecom Vanuatu Ltd.

Zambia
Zambia Telecommunications Company*