PEOPLE & HR / PM-PEO-016

Professional Practice for HR Teams

COURSE OVERVIEW

This programme develops a working approach to professional practice for hr teams in the context of people processes and workforce priorities. Participants move from understanding the main concepts to examining a case, testing alternatives and explaining a practical recommendation. The three modules focus on hr communication, service quality and issue handling. Examples are selected after the training brief so that they reflect the responsibilities and experience of the participant group.

LEARNING OBJECTIVES

1. Explain the role of hr communication and identify the information required for a reliable assessment.

2. Use a structured worksheet to examine service quality and compare reasonable alternatives.

3. Identify assumptions, missing evidence and implementation concerns related to issue handling.

4. Prepare an evidence-based people initiative and follow-up measures for discussion with an HR or learning team.

5. Translate the exercise into a workplace action plan with owners, review points and measurable progress.

WHO BENEFITS

HR and people-development professionals: apply hr communication to their responsibilities through a guided case and a course-specific worksheet. Line managers and workforce planners: apply service quality to their responsibilities through a guided case and a course-specific worksheet. Learning and organisational-development teams: apply issue handling to their responsibilities through a guided case and a course-specific worksheet.

DELIVERY AT A GLANCE

Indicative format: three learning days, one module per day. In-house and live online options. English or Arabic delivery is subject to a suitably qualified instructor. Shorter executive sessions may be scoped separately. Fees are quoted after the brief.

PRACTICAL LEARNING PLAN

Day 1: HR communication

Map a current situation involving hr communication; separate facts from assumptions and identify questions that need clarification.

Method: short concept discussion, guided worksheet, group comparison and instructor feedback.

Day 2: Service quality

Compare two approaches to service quality; explain the expected benefits, limitations and information gaps.

Method: short concept discussion, guided worksheet, group comparison and instructor feedback.

Day 3: Issue handling

Develop an action plan for issue handling; assign responsibilities and agree how results should be reviewed.

Method: short concept discussion, guided worksheet, group comparison and instructor feedback.

APPLIED EXERCISE

Working as an HR or learning team, participants receive a fictional workplace scenario with incomplete information. They identify evidence gaps, compare alternatives and prepare an evidence-based people initiative and follow-up measures. Assessment focuses on reasoning, assumptions and a clear explanation of the proposed next step.

PARTICIPANT TAKEAWAYS

A completed case worksheet, a topic checklist and a personal workplace action plan. Materials are educational; no professional accreditation, licence or examination award is implied.

PROPOSED DELIVERY WINDOWS

These are indicative dates for expressions of interest, not confirmed events. No venue or instructor booking is represented. Each option requires a written quotation, suitable instructor, venue agreement and sufficient enrolment before confirmation. Do not make travel arrangements on the basis of this brochure.

Location / format	Start	End	Status
Muscat, Oman / In person	16 Nov 2026	18 Nov 2026	Proposed
Dubai, UAE / In person	21 Dec 2026	23 Dec 2026	Proposed
Live online / Online	25 Jan 2027	27 Jan 2027	Proposed

TAILORING THE PROGRAMME

Before delivery, agree the participant profile, priority problems, language, format, duration and expected outputs. Relevant examples can be adapted to energy and related sectors. Specialist legal, engineering, tax, certification or technical verification matters require appropriately qualified professionals under a separately agreed scope.

REQUEST AN OFFER

Share the course code, organisation, participant count, preferred delivery option and learning priorities. PetroMargin will clarify the brief before issuing a delivery proposal.

PetroMargin Commercial Advisory

info@petromargin.com
www.petromargin.com