

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 44001HR — Collaborative Business Relationships in HR

ISO Certification Programme



LAPT — London Academy of Professional Training

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Reference MGT-HRR-44001HR • ISO Management & Services

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AT A GLANCE

REFERENCE	MGT-HRR-44001HR
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Change Management

5 chapters · 30 classes 65 marks

• 1 Foundations of Change Management in HR — 6 classes

› 1.1 Define Key Concepts in Change Management

› 1.2 Analyze the Role of HR in Change Initiatives

› 1.3 Identify Common Challenges in Change Management

› 1.4 Explore Effective Communication Strategies for Change

› 1.5 Develop a Change Management Plan Template

› 1.6 Evaluate Case Studies of Successful Change in HR

• 2 Identifying Change Drivers in HR — 6 classes

› 2.1 Recognize Key Internal Change Drivers in HR

› 2.2 Analyze External Factors Influencing HR Change

› 2.3 Identify Stakeholders Impacted by HR Changes

› 2.4 Assess the Role of Technology in HR Change

› 2.5 Evaluate Organisational Culture as a Change Driver

› 2.6 Develop a Change Driver Mapping Framework for HR

• 3 Frameworks and Models for Change Management — 6 classes

› 3.1 Identify Key Frameworks for Effective Change Management

› 3.2 Analyze the Relevance of Different Change Models in HR

› 3.3 Evaluate the Pros and Cons of Popular Change Management Models

› 3.4 Apply the ADKAR Model to HR Change Initiatives

› 3.5 Design a Change Management Plan Using Kotter's 8 Steps

› 3.6 Integrate Change Management Frameworks into HR Leadership Strategies

• 4 Implementing Change: Planning and Communication Strategies — 6 classes

› 4.1 Analyze the Need for Change in HR Practices

› 4.2 Develop Clear Objectives for Change Implementation

› 4.3 Identify Stakeholders and Their Roles in Change Management

› 4.4 Create a Comprehensive Change Communication Plan

› 4.5 Utilize Effective Communication Techniques to Engage Employees

› 4.6 Evaluate the Impact of Change through Feedback and Adjustments

• 5 Evaluating Change Impact and Continuous Improvement — 6 classes

› 5.1 Analyze Change Impact on HR Functions

› 5.2 Identify Key Performance Indicators for Change Evaluation

› 5.3 Implement Feedback Mechanisms for Continuous Improvement

› 5.4 Assess Stakeholder Engagement in Change Processes

› 5.5 Develop Strategies for Sustaining Change within HR

› 5.6 Create an Action Plan for Continuous Improvement Initiatives

• 1 Understanding Collaborative Business Relationships in HR — 6 classes

- › 1.1 Define Collaborative Business Relationships in HR
- › 1.2 Identify Key Components of Effective Collaboration
- › 1.3 Analyze Benefits of Collaborative Strategies in HR
- › 1.4 Explore Challenges to Collaboration in the Workplace
- › 1.5 Develop Strategies to Enhance Collaborative Efforts
- › 1.6 Apply Collaborative Techniques to Real-World HR Scenarios

• 2 Principles of Effective Collaboration in HR — 6 classes

- › 2.1 Identify Key Principles for Effective Collaboration in HR
- › 2.2 Analyze the Role of Communication in Collaborative HR Strategies
- › 2.3 Explore Conflict Resolution Techniques in HR Collaboration
- › 2.4 Evaluate the Impact of Trust on Collaborative Relationships in HR
- › 2.5 Develop Action Plans for Enhancing Collaboration in HR Teams
- › 2.6 Implement Collaborative Tools and Technologies in HR Practices

• 3 Tools and Techniques for Collaboration in HR — 6 classes

- › 3.1 Identify Key Collaborative Tools in HR
- › 3.2 Evaluate the Effectiveness of Collaboration Techniques
- › 3.3 Implement Communication Strategies for Effective Collaboration
- › 3.4 Develop Conflict Resolution Skills for HR Teams
- › 3.5 Create Action Plans for Collaborative Projects
- › 3.6 Assess the Impact of Collaboration on HR Outcomes

• 4 Developing Collaborative Strategies for HR Management — 6 classes

- › 4.1 Define Collaborative Strategies in HR Management
- › 4.2 Identify Key Stakeholders for Collaboration
- › 4.3 Explore Tools and Technologies for Collaborative HR
- › 4.4 Develop Effective Communication Channels in HR Teams
- › 4.5 Create Collaborative HR Initiatives Based on Case Studies
- › 4.6 Evaluate the Impact of Collaborative Strategies on HR Outcomes

• 5 Evaluating and Sustaining Collaborative Relationships in HR — 6 classes

- › 5.1 Assessing the Current State of Collaborative Relationships in HR
- › 5.2 Identifying Key Indicators of Successful Collaboration in HR
- › 5.3 Developing Metrics for Evaluating Collaborative Practices
- › 5.4 Analyzing Feedback Mechanisms to Enhance Collaboration
- › 5.5 Strategies for Sustaining Effective Collaborative Relationships
- › 5.6 Creating an Action Plan for Continuous Improvement in Collaboration

• 1 Understanding Conflict in Collaborative Environments — 6 classes

- › 1.1 Define and Identify Types of Conflict in Collaborative Settings
- › 1.2 Explore Causes and Triggers of Conflict in Teams
- › 1.3 Analyze the Impact of Conflict on Collaborative Relationships
- › 1.4 Introduce Effective Communication Strategies for Conflict Resolution
- › 1.5 Develop Techniques for Facilitating Productive Conflict Discussions
- › 1.6 Create a Conflict Resolution Action Plan for Collaborative Environments

• 2 Communication Strategies for Conflict Resolution — 6 classes

- › 2.1 Identify Barriers to Effective Communication in Conflict
- › 2.2 Explore Active Listening Techniques for Resolution
- › 2.3 Analyze Non-Verbal Communication in Conflict Scenarios
- › 2.4 Develop Assertive Communication Skills for HR Professionals
- › 2.5 Practice Conflict Resolution Role-Playing Exercises
- › 2.6 Create a Personal Action Plan for Effective Communication in Conflict

• 3 Mediation Techniques in HR Conflict Scenarios — 6 classes

- › 3.1 Identify Common Sources of Conflict in HR Scenarios
- › 3.2 Understand the Mediation Process and Its Key Principles
- › 3.3 Develop Active Listening Skills for Effective Mediation
- › 3.4 Explore Techniques for Neutralizing Hostility in Conversations
- › 3.5 Apply Problem-Solving Strategies to HR Conflicts
- › 3.6 Role-Play Mediation Sessions to Build Confidence and Skills

• 4 Frameworks for Collaborative Problem Solving — 6 classes

- › 4.1 Identify Core Elements of Collaborative Problem Solving
- › 4.2 Analyze Conflict Scenarios Using Collaborative Frameworks
- › 4.3 Apply Effective Communication Techniques in Conflict Resolution
- › 4.4 Explore Role of Emotional Intelligence in Resolving Disputes
- › 4.5 Develop Strategies for Fostering Collaborative Environments
- › 4.6 Evaluate Outcomes of Collaborative Solutions in HR Contexts

• 5 Evaluating Conflict Resolution Outcomes in HR — 6 classes

- › 5.1 Assessing the Impact of Conflict on Team Dynamics
- › 5.2 Identifying Key Performance Indicators for Conflict Resolution
- › 5.3 Analyzing Case Studies of Successful Conflict Resolution in HR
- › 5.4 Developing Metrics to Evaluate Conflict Resolution Strategies
- › 5.5 Conducting Post-Conflict Review Sessions with Stakeholders
- › 5.6 Formulating Recommendations for Continuous Improvement in Conflict Resolution Practices

• 1 Understanding ISO 44001: An Overview of Collaborative Business Relationships — 6 classes

- › 1.1 Define Collaborative Business Relationships in ISO 44001
- › 1.2 Identify Key Principles of the ISO 44001 Framework
- › 1.3 Explore Benefits of Implementing ISO 44001 in HR
- › 1.4 Examine Roles and Responsibilities in Collaborative Partnerships
- › 1.5 Assess Challenges to Collaboration and Mitigation Strategies
- › 1.6 Apply ISO 44001 Principles to Real-World HR Scenarios

• 2 Key Components of the ISO 44001 Framework — 6 classes

- › 2.1 Define the ISO 44001 Framework and Its Purpose
- › 2.2 Identify the Key Components of Collaborative Business Relationships
- › 2.3 Explore the Role of Leadership in the ISO 44001 Framework
- › 2.4 Discuss the Importance of Stakeholder Engagement in Collaboration
- › 2.5 Analyze the Impact of Effective Communication in Collaborative Relationships
- › 2.6 Apply the ISO 44001 Framework to Real-World HR Scenarios

• 3 Implementing Collaborative Practices: Strategies and Tools — 6 classes

- › 3.1 Identify Key Elements of Collaborative Practices in HR
- › 3.2 Analyze the ISO 44001 Framework for Effective Collaboration
- › 3.3 Develop Strategies for Enhancing Collaborative Culture in Organizations
- › 3.4 Implement Tools for Measuring Collaborative Success
- › 3.5 Create Action Plans for Overcoming Barriers to Collaboration
- › 3.6 Evaluate Real-World Case Studies of Successful Collaborative Practices

• 4 Measuring Success: KPIs and Performance Evaluation in ISO 44001 — 6 classes

- › 4.1 Identify Key Performance Indicators (KPIs) for Collaborative Relationships
- › 4.2 Define Success Metrics Aligned with ISO 44001 Objectives
- › 4.3 Collect Data for KPI Measurement in Collaborative Frameworks
- › 4.4 Analyze KPI Data to Evaluate Collaborative Performance
- › 4.5 Communicate KPI Results to Stakeholders Effectively
- › 4.6 Implement Continuous Improvement Based on Performance Evaluations

• 5 Continuous Improvement: Auditing and Evolving Collaborative Relationships — 6 classes

- › 5.1 Identify Key Indicators for Evaluating Collaborative Relationships
- › 5.2 Conduct an Internal Audit of Current Collaborative Practices
- › 5.3 Analyze Audit Findings to Highlight Areas for Improvement
- › 5.4 Develop an Action Plan for Enhancing Collaborative Relationships
- › 5.5 Implement Continuous Improvement Processes in Collaborative HR Functions
- › 5.6 Review and Measure the Impact of Improvements on Collaborative Outcomes

• 1 Understanding Performance Measurement Frameworks in HR — 6 classes

- › 1.1 Define Performance Measurement Frameworks in HR
- › 1.2 Identify Key Components of Performance Measurement Systems
- › 1.3 Explore Types of Performance Metrics in HR
- › 1.4 Analyze the Role of Stakeholders in Performance Measurement
- › 1.5 Develop a Performance Measurement Plan for HR Initiatives
- › 1.6 Implement Best Practices for Measuring HR Performance

• 2 Identifying Key Performance Indicators (KPIs) for HR Success — 6 classes

- › 2.1 Define Key Performance Indicators for HR Effectiveness
- › 2.2 Analyze the Importance of KPIs in HR Management
- › 2.3 Identify Common KPIs Used in Human Resources
- › 2.4 Develop SMART Criteria for Effective KPIs
- › 2.5 Create a KPI Dashboard for HR Performance Monitoring
- › 2.6 Evaluate the Impact of KPIs on HR Success and Strategy

• 3 Data Collection Methods for Effective Performance Assessment — 6 classes

- › 3.1 Understand Key Data Collection Methods for Performance Measurement
- › 3.2 Analyze Qualitative vs. Quantitative Data in HR Assessments
- › 3.3 Explore Surveys and Questionnaires for Employee Feedback
- › 3.4 Utilize Interviews and Focus Groups for In-Depth Insights
- › 3.5 Implement Observational Techniques for Real-Time Performance Tracking
- › 3.6 Develop a Comprehensive Data Collection Plan for HR Initiatives

• 4 Analyzing and Interpreting Performance Data — 6 classes

- › 4.1 Identify Key Performance Indicators in HR Data
- › 4.2 Collecting and Organizing Performance Data Effectively
- › 4.3 Analyze Trends and Patterns in HR Performance Data
- › 4.4 Using Statistical Tools to Interpret Performance Results
- › 4.5 Visualizing Performance Data for Better Insights
- › 4.6 Applying Data Analysis to Drive HR Improvement Strategies

• 5 Continuous Improvement and Feedback Loops in HR Performance Measurement — 6 classes

- › 5.1 Identify Key Performance Indicators for HR Improvements
- › 5.2 Analyze Existing Feedback Mechanisms in HR Processes
- › 5.3 Design Effective Feedback Loops for Continuous Improvement
- › 5.4 Implement Collaborative Tools for HR Performance Measurement
- › 5.5 Evaluate the Impact of Feedback on HR Outcomes
- › 5.6 Develop an Action Plan for Ongoing HR Performance Enhancements

• 1 Understanding Stakeholder Identification and Mapping — 6 classes

- › 1.1 Define Stakeholders and Their Importance in HR
- › 1.2 Identify Key Stakeholder Categories in Collaborative Relationships
- › 1.3 Analyze Stakeholders' Influence and Interest Levels
- › 1.4 Map Stakeholders Using the Power/Interest Grid
- › 1.5 Develop Strategies for Engaging Different Stakeholder Groups
- › 1.6 Implement Stakeholder Feedback Mechanisms for Continuous Improvement

• 2 Building Trust and Communication Strategies — 6 classes

- › 2.1 Understand the Importance of Trust in Collaborative Relationships
- › 2.2 Identify Key Stakeholders and Their Communication Needs
- › 2.3 Develop Effective Communication Strategies for Trust Building
- › 2.4 Explore Active Listening Techniques to Enhance Engagement
- › 2.5 Apply Principles of Transparency to Foster Stakeholder Relations
- › 2.6 Create an Action Plan for Sustaining Trust and Communication

• 3 Engagement Techniques for Diverse Stakeholder Groups — 6 classes

- › 3.1 Identify Key Stakeholder Groups in HR
- › 3.2 Analyze Diverse Needs and Expectations of Stakeholders
- › 3.3 Develop Effective Communication Strategies for Engagement
- › 3.4 Facilitate Collaborative Workshops for Stakeholder Input
- › 3.5 Evaluate Feedback Mechanisms for Continuous Engagement
- › 3.6 Implement Action Plans Based on Stakeholder Insights

• 4 Utilizing Feedback for Continuous Improvement — 6 classes

- › 4.1 Identify Key Stakeholders for Feedback Collection
- › 4.2 Develop Strategies for Gathering Constructive Feedback
- › 4.3 Analyze Feedback Trends and Patterns for Insights
- › 4.4 Implement Changes Based on Feedback Analysis
- › 4.5 Communicate Improvements to Stakeholders Effectively
- › 4.6 Evaluate the Impact of Changes on Stakeholder Relationships

• 5 Creating Effective Collaborative Agreements — 6 classes

- › 5.1 Identify Key Stakeholders in Collaborative Agreements
- › 5.2 Assess Stakeholder Needs and Expectations
- › 5.3 Develop Communication Strategies for Stakeholder Engagement
- › 5.4 Establish Clear Objectives for Collaborative Agreements
- › 5.5 Negotiate Terms: Creating Win-Win Scenarios
- › 5.6 Evaluate and Adapt Collaborative Agreements Over Time