



---

## Course 142: Acquiring and Retaining Quality Staff

### Course Description...

Acquiring the appropriately skilled personnel to complete the project or work effort is the basis for a successful endeavor. In some aspects it is the critical factor. Management has always been easier when the personnel being managed are high quality, well trained and highly motivated. This course addresses the issues of finding, assembling and maintaining a high-quality staff. The course follows the recommendations of the PMBOK from the Project Management Institute (PMI) in Human Resources Management.

### Learning Objectives...

- Establish the planning and forethought necessary for successful acquisition of quality staff
- Discuss the issues of hiring and transferring personnel to your project or operation
- Review team building and operation
- Identify the techniques and practices that will keep the quality staff on board and working effectively

### Who should attend...

Managers, executives, supervisors and anyone who is involved in the acquisition, removal or evaluation of staff on a project or business operation.

### Prerequisites...

An understanding of general management principles and project management practices.



## Course Outline...

### Introduction and Overview

#### **Unit 1: Importance of the Right Staff**

- Organization impact
- Project impact
- What is the right staff?
- What constitutes a quality staff member?
- Where are they hiding?
- Why do they leave?

#### **Unit 2: Resource Planning**

- Life-cycle costing
- Work Breakdown Structure (WBS)
- Resource planning tools
- Staffing Management Plan
  - Defining staffing requirements
  - Responsibility Assignment Matrix
  - Organization charts
- Adding new staff

#### **Unit 3: Staff Acquisition**

- Staffing pools
- Recruitment practices
- Recruiting for the long-term
- Personnel transfer issues
- The recruitment interview
- Negotiation
- Skills acquisition

#### **Unit 4: Team Development**

- Team building activities
- Delegation
- Cultivating trust
- Incorporating new staff in the team

#### **Unit 5: Retaining Quality Staff**

- Performance reporting
  - Personnel reviews
- Motivation
  - Reward and recognition systems
  - Upward mobility
- Training replacements



## **Unit 6: Termination**

- Staff reduction guidelines
  - Planned reduction
  - Budget cuts
- Firing for cause
- Resignation issues

## **Unit 7: Problems and Issues in Human Resources Management**