

● ● ● AFRICAN GERMAN
HEALTH ASSOCIATION
E.V.



in cooperation with

**HOSPITAL
ENGINEERING
GMBH**



www.african-german-health-association.de



Implemented by:

giz Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH





Ghana 2022 - 2023

COURSE OUTLINE

- **Topic 1:** Introduction to Human resource management – (Manager's perspective)
- **Topic 2:** HR policies, procedures & Implementation (Managers Perspective)
- **Topic 3:** Managing people

Implementation Partner





Ghana 2022 - 2023

TRAINING AIMS & OBJECTIVES

To enable participants to explore and understand the role of HR and leadership towards achieving organizational goals.

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.





Ghana 2022 - 2023

SETTING LEARNING OBJECTIVES (LO)

- LO are the bridge between the training needs analysis and the training itself
- They are the delivery and the evaluation of training
- All LO will tend to be about knowledge or skills
- They impact on the organisation
- They relate closely to the job requirements in question
- They are outcome based

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.





Ghana 2022 - 2023

SETTING LEARNING OBJECTIVES (LO)

LO's should be written around statements such as:

- ❖ **By the end of this training I should:**
 - **Be able to** explain the role of the HR department
 - **Understand and explain** my role as a manager

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.



TOPIC 1. INTRODUCTION TO HUMAN RESOURCE MANAGEMENT

www.african-german-health-association.de



Ghana 2022 - 2023

BY THE END OF THIS SECTION YOU WILL:

- Understand and explain the importance the HR department.
- Understand and explain the role of the HR manager/team
- Be able to identify the strengths and weaknesses of your HR department.
- Understand the guiding principles of HR
- Be able to do a SWOT analysis of the HR function

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.



Ghana 2022 - 2023

DEFINITION: WHAT IS HUMAN RESOURCES MANAGEMENT?

- Human Resource Management is the strategic and comprehensive approach to managing people and the workplace culture and environment.
- Effective HRM enables employees to contribute effectively and productively to the overall company direction and the accomplishment of the organization's goals and objectives.
- HRM is the people management part of the business and is core to the success of the business!

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.



Ghana 2022 - 2023

THE ROLE OF THE HR DEPT/MANAGER

- Strategic Partner
- Change Agent
- Administrative Expert
- Employee Champion



Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.



An illustration on the left side of the slide shows several stylized business people interacting with large, interlocking purple gears. One person is standing on a gear, another is reaching up to help, and a third is standing below. There are also smaller gears and a small potted plant at the bottom left.

Ghana 2022 - 2023

THE ROLE OF LEADERSHIP/LINE MANAGERS

- Implementing and enacting HR policies and practices and 'bringing them to life'.
- Critical role in assessing and recognizing performance.
- Enabling learning solutions to happen.
- Identifying learning needs and embedding learning in the workflow.
- Controlling the workflow by directing and guiding the work of others.
- Collaborating with the HR manager / leader to support change
- Motivate employees towards achieving vision, mission and living core values

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.





Ghana 2022 - 2023

GUIDING PRINCIPLES OF HR

1. COMPLIANCE

- Employment Law
- Regulations (e.g. Labour regulations, Health & Safety etc.)
- Industry laws
- Conventions (International Labour Organization – ILO)
 - Labour standards

2. GOOD PRACTICE

- Local
- International

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.





Ghana 2022 - 2023

GUIDING PRINCIPLES OF HR

3. PEOPLE MANAGEMENT

- Policy & Documentation
- Systems
- Processes
- People development
- Organizational effectiveness

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.





Ghana 2022 - 2023

SEVEN (7) AIMS OF HR

1. Develop a long-term HR strategic plan
2. Build HR's credibility and Confidentiality within the organization
3. Take charge of your own professional development
4. Stay on top of Labour laws and HR practice
5. Develop alliances/partnerships to fill any skill gaps or to champion HR initiatives and needs within the organisation!
6. Align HR management with the business objectives, mission, vision & values
7. Ensure the HR department is insight lead and data driven

Implementation Partner



● ● ● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.





Ghana 2022 - 2023

EXERCISE 1. REALITY CHECK?

- ❖ What is the current status of your HR Department? Do you have a department or not?
- ❖ How do people view the HR department in your organisation? (E.g. By , Employees, Management & Unions (if applicable)
- ❖ What is the visibility and credibility level of the HR in your organisation?

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION
E.V.



Ghana 2022 - 2023

EXERCISE 2: SWOT ANALYSIS (TEAM ACTIVITY)

STRENGTH	WEAKNESSES
Responsive	Inaccurate data
OPPORTUNITIES	THREATS
Partner departments	Lack of technology

Implementation Partner

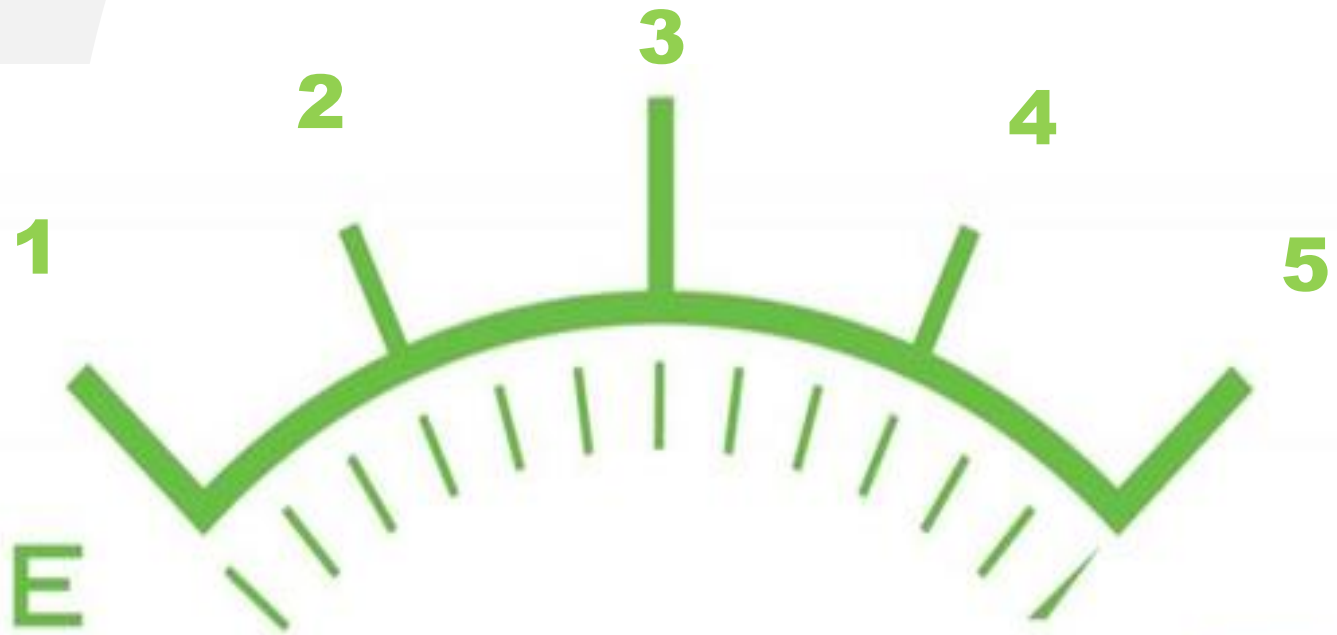


●●● AFRICAN GERMAN
HEALTH ASSOCIATION
E.V.



Ghana 2022 - 2023

PERCEPTION MEATER GAUGE



How would you rate your HR department

- Perception
- Attitude
- Results
- Culture

Implementation Partner



● ● ● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.



Ghana 2022 - 2023

END OF TOPIC 1: INTRODUCTION TO HR MANAGEMENT



Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.





Ghana 2022 - 2023

YOU SHOULD NOW:

- ❖ Understand and explain the importance the HR department.
- ❖ Understand and explain the role of the HR manager/team
- ❖ Be able to identify the strengths and weaknesses of your HR department.
- ❖ Understand the guiding principles of HR
- ❖ Be able to do a SWOT analysis of the HR function

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.



TOPIC 2. HR POLICIES, PROCEDURES & IMPLEMENTATION

www.african-german-health-association.de



Ghana 2022 - 2023

BY THE END OF THIS SECTION YOU WILL:

- Understand and explain the importance of introducing HR policies and procedures.
- Be able to identify which policies you should implement.
- Explain the difference between statutory policies and best practice policies.
- Understand the importance of using the guidelines criteria.
- Be able to evaluate your internal HR policies and procedures.

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.





Ghana 2022 - 2023

DEVELOPING & IMPLEMENTING HR POLICIES

Why introduce them?

- ❖ to comply with existing or new labor laws.
- ❖ to develop a more formal and consistent approach to meet the needs of employee as they grow and develop.
- ❖ To support general management strategy.
- ❖ To follow the latest developments in people management.
- ❖ To keep up with the competition.

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.



Ghana 2022 - 2023

POLICY DEVELOPMENT CRITERIA

- Legal requirements
- Best Practice
- Implications (Practical and financial consideration)
- Implementation (Including Line Management Training, Monitoring And Review etc.)
- Annual review and law updates

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.



Ghana 2022 - 2023

STATUTORY POLICIES (LABOR LAWS)

- Contract of Employment
- Statutory Benefits (e.g. maternity, Annual leave, sick leave etc.)
- Working time regulation
- Grievance procedure & Disciplinary procedure
- Harassment (e.g. sexual harassment)
- Health and Safety
- Equality laws (e.g. disability/sex discrimination/equal pay)
- Data Protection



Implementation Partner



Ghana 2022 - 2023

BEST PRACTICE POLICIES

- Performance management (e.g. appraisals)
- Training and development (include study leave)
- Recruitment, Selection & Retention
- Confidentiality policy
- Pay Policy (Scale/ review)
- Benefits & Rewards (health care, life insurance, pension etc.)



Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.



Ghana 2022 - 2023

BEST PRACTICE POLICIES

- Redundancy & Termination (severance pay etc.)
- Whistleblowing
- Internship policy
- *Employee voice (unions)



Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.





Ghana 2022 - 2023

HOW SHOULD POLICIES BE DEVELOPED?

- **Assess**/audit what is already in existence, both formally and informally
- **Research** and benchmark against other organisations' practice, particularly in the same sector or location
- **Consult** with staff representatives, managers and unions
- **Establish** steering groups/working parties to develop
- **Set** realistic timescales

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.





Ghana 2022 - 2023

HOW SHOULD POLICIES BE DEVELOPED?

- **Pilot** draft policies and ask for feedback from staff and managers
- **Communicate** policies to staff, for example, through briefings and/or workshops for staff and managers and ask for feedback.
- **Give** specific guidance to managers, Do's and Don'ts
- **Introduce** the policies as part of the induction process for staff and managers.
- **Have** a continuous review process to keep up with changes with the law and best practice

Implementation Partner



An illustration on the left side of the slide shows two people in a meeting. A woman with long dark hair, wearing a white top and a dark skirt, is standing and gesturing with her hands. A man in a green shirt and dark pants is sitting at a desk with a laptop, also gesturing. There are speech bubbles above them, indicating a discussion. The background is a light blue circle.

Ghana 2022 - 2023

KEY POINTS: POLICY IMPLEMENTATION

- **Linked** to business strategy, with a definite purpose for their creation
- **Complementary** - working together to reinforce the company image
- **Flexible** - able to adapt to changes in strategy and direction
- **Open** and transparent
- **Suited** in tone to the culture of the organisation

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.



An illustration on the left side of the slide shows two people in a meeting. A woman with long dark hair, wearing a white long-sleeved shirt and a dark blue skirt, is standing and gesturing with her hands. A man with short dark hair, wearing a green long-sleeved shirt and green trousers, is sitting at a desk with a laptop, looking towards the woman. There are two white speech bubbles above them. The background is a light blue circle.

Ghana 2022 - 2023

KEY POINTS: POLICY IMPLEMENTATION

- **Communicated** to all employees
- **Easily understood**, written in plain English and containing no jargon
- **Accessible** - in a format employees will use
- **Practical** and enforceable, with logical implementation
- **Supported** by managers, including support from senior managers.

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.



HR POLICIES & PROCEDURE FRAMEWORK FOR PUBLIC SERVICES

www.african-german-health-association.de

Ghana 2022 - 2023

HUMAN RESOURCE MANAGEMENT POLICY FRAMEWORK AND MANUAL FOR, THE GHANA PUBLIC SERVICES

- The objectives of this Human Resource Management Policy Framework and Manual for the Ghana Public Services are among others to:
 - provide a framework for equal treatment of all public servants by applying the same standards and principles in matters that concern public servants;
 - plan for staffing, human resource development and organizational capacity building tailored to service delivery needs;



Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.



Ghana 2022 - 2023

HUMAN RESOURCE MANAGEMENT POLICY FRAMEWORK AND MANUAL FOR, THE GHANA PUBLIC SERVICES

- develop a culture of customer care and of approaches to service delivery that are sensitive to the needs of the public, especially the poor and the vulnerable through training;
- implement monitoring and evaluation mechanisms and structures designed to measure performance and reward high performance while sanctioning persistent poor performance;
- form partnerships with the Private Sector and Civil Society Organisations to ensure better service delivery

Implementation Partner



● ● ● AFRICAN GERMAN
HEALTH ASSOCIATION
E.V.





Ghana 2022 - 2023

EXERCISE 3: HR POLICY HEALTH CHECK

- Policy checkpoint
- Policy knowledge checkpoint

Implementation Partner





Ghana 2022 - 2023

EXERCISE 3: HR POLICY HEALTH CHECK

1. **Can you answer the following seven (7) scenarios correctly?**
2. We have an employee who is pregnant, what is the process going forward and what payments and leave is she entitled to?
3. We have received a request to reduce weekly hours – how do we deal with this?
4. Who is entitled to paternity leave and what pay would they receive?
5. We have an employee who has not turned up for work again today. They were spoken to about this last week, what do we do now?

Implementation Partner



EXERCISE 3: HR POLICY HEALTH CHECK

Can you answer the following six (6) scenarios correctly?

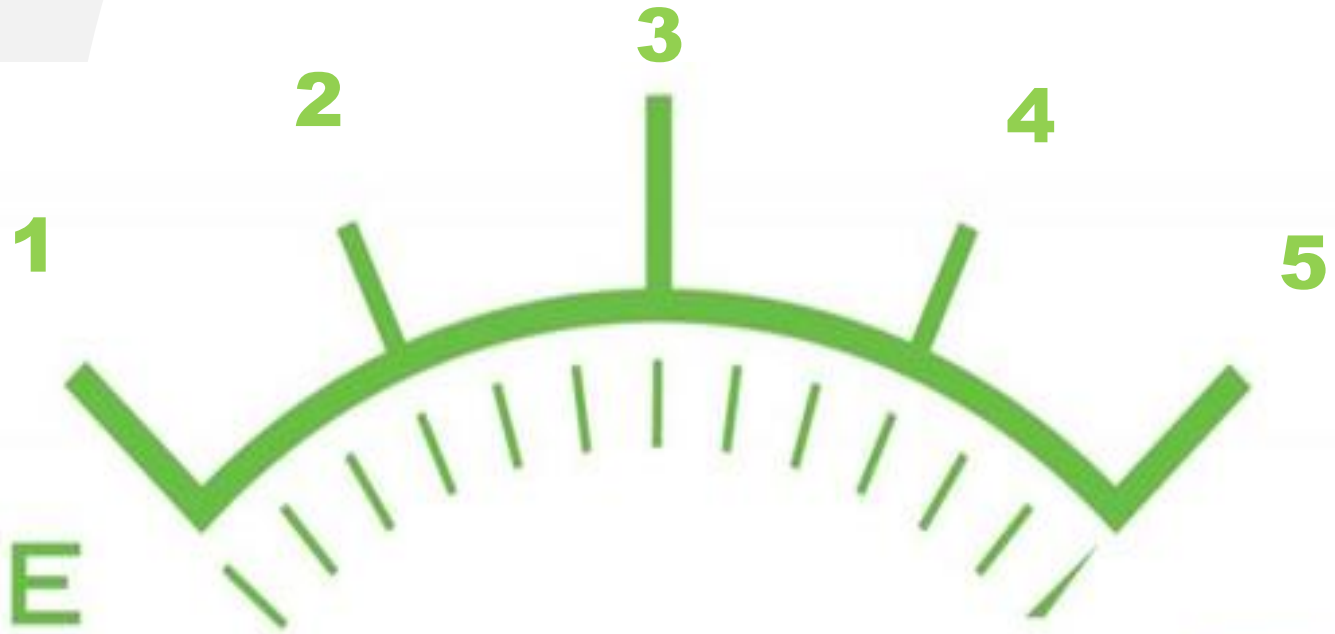
6. We have received a letter from a member of staff, complaining about his manager. How do we deal with this?
7. I have a disciplinary meeting which I am chairing this week – what are the responsibilities of the person chairing the hearing? What shouldn't I do in the hearing?

Implementation Partner



Ghana 2022 - 2023

PERCEPTION MEATER GAUGE



How would you rate your HR policies and procedures?

- Perception
- Attitude
- Results
- Culture

Implementation Partner



● ● ● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.



Ghana 2022 - 2023

END OF TOPIC 2: HR POLICIES, PROCEDURES & IMPLEMENTATION



Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.



Ghana 2022 - 2023

YOU SHOULD NOW:

- Understand and explain the importance of introducing HR policies and procedures.
- Be able to identify which policies you should implement.
- Explain the difference between statutory policies and best practice policies.
- Understand the importance of using the guidelines criteria.
- Be able to evaluate your internal HR policies and procedures.



Implementation Partner



TOPIC 3: MANAGING PEOPLE

www.african-german-health-association.de

An illustration on the left side of the slide shows two people in a meeting. A woman with long dark hair, wearing a white long-sleeved shirt and a dark blue skirt, is standing and gesturing with her hands. A man with short dark hair, wearing a green long-sleeved shirt and green trousers, is sitting at a desk with a laptop, also gesturing. There are two white speech bubbles above them. The background is a light blue circle.

Ghana 2022 - 2023

BY THE END OF THIS SECTION YOU WILL:

- ❖ Be able to understand the fundamentals of managing people
- ❖ Understand and describe people management skills required to manage people
- ❖ Your role as a people manager
- ❖ Be able to understand and explain talent management
- ❖ Understand and explain the importance of Employer Brand

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.



An illustration on the left side of the slide shows two people in a meeting. A woman with long dark hair, wearing a white long-sleeved shirt and a dark blue skirt, is standing and gesturing with her hands. A man with short dark hair, wearing a green long-sleeved shirt and green trousers, is sitting at a desk with a laptop, looking towards the woman. There are two white speech bubbles above them. The background is a light blue circle.

Ghana 2022 - 2023

DEFINITIONS: WHAT IS PEOPLE MANAGEMENT

- People management refers to the practice of recruiting, training, engaging, and retaining people to optimize their talent and maximize their productivity.
- People managers handle all people-related tasks involving new talent, employee engagement, and career development. They are often responsible for the onboarding and training processes of new employees.
- After onboarding, people managers then support and work alongside managers to provide feedback and mentorship to employees. This collaborative approach to people management helps employees reach their goals and work cohesively with the team.

Implementation Partner



● ● ● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.



An illustration on the left side of the slide shows two people in a meeting. A woman with long dark hair, wearing a white long-sleeved shirt and a dark blue skirt, is standing and gesturing with her hands. A man with short dark hair, wearing a green long-sleeved shirt and green trousers, is sitting at a desk with a laptop, looking towards the woman. There are two white speech bubbles above them. The background is a light blue circle.

Ghana 2022 - 2023

WHAT DOES IT MEAN TO MANAGE PEOPLE

Falling under the umbrella of Human Resource Management (HRM), people management encompasses a wide range of responsibilities. Here's a list of the top priorities for most people managers:

- Recruiting
- Onboarding
- Training & development
- Performance management
- Employee engagement
- Compensation & benefits organization

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.





Ghana 2022 - 2023

KEY PEOPLE MANAGEMENT SKILLS

- Empathy
- Communication
- Active listening
- Creativity
- Organizational aptitude

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.





Ghana 2022 - 2023

HOW TO DEVELOP YOUR PEOPLE MANAGEMENT SKILLS

- Learn more about your own emotional intelligence
- Take a coaching-for-leadership class
- Be clear about what matters to you most and why
- Encourage your team to build solutions together
- Delegate
- Do a 360 assessment
- Take time to recharge and expect that of your team

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.



An illustration on the left side of the slide shows several stylized business people interacting with large, interlocking purple gears. One person is climbing a gear, another is standing on top of it, and a third is reaching out to help. A small potted plant is at the bottom left, and a document with a bar chart is floating nearby. The background is a light purple gradient with a large white curved shape separating the illustration from the text.

Ghana 2022 - 2023

EXERCISE 4:

1. Coaching & mentoring exercise (Spaghetti structure)
 - Did you find it easy to coach your team
 - Did you get frustrated during the construction process
 - How did you get your team to work together?
 - Did you experience any conflict?
 - Did you feel like taking over the task at any point?
 - What did you learn from the exercise.



FUNDAMENTALS TO MANAGING PEOPLE

www.african-german-health-association.de



Ghana 2022 - 2023

JOB ANALYSIS

- Job Analysis-the act of examining positions within an organization
- Job Description-narrative explaining the scope of a position
- Job Characteristics-tasks involved in a position
- Job Requirements-personal characteristics necessary to fill a position

Implementation Partner





Ghana 2022 - 2023

PERFORMANCE APPRAISAL

Process of evaluating employee performance

- ❖ job related strengths
- ❖ development needs
- ❖ progress toward goals
- ❖ determine ways to improve performance
- ❖ Pay an promotion decisions

More systematic is better, for the most part (PSC framework)

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.





Ghana 2022 - 2023

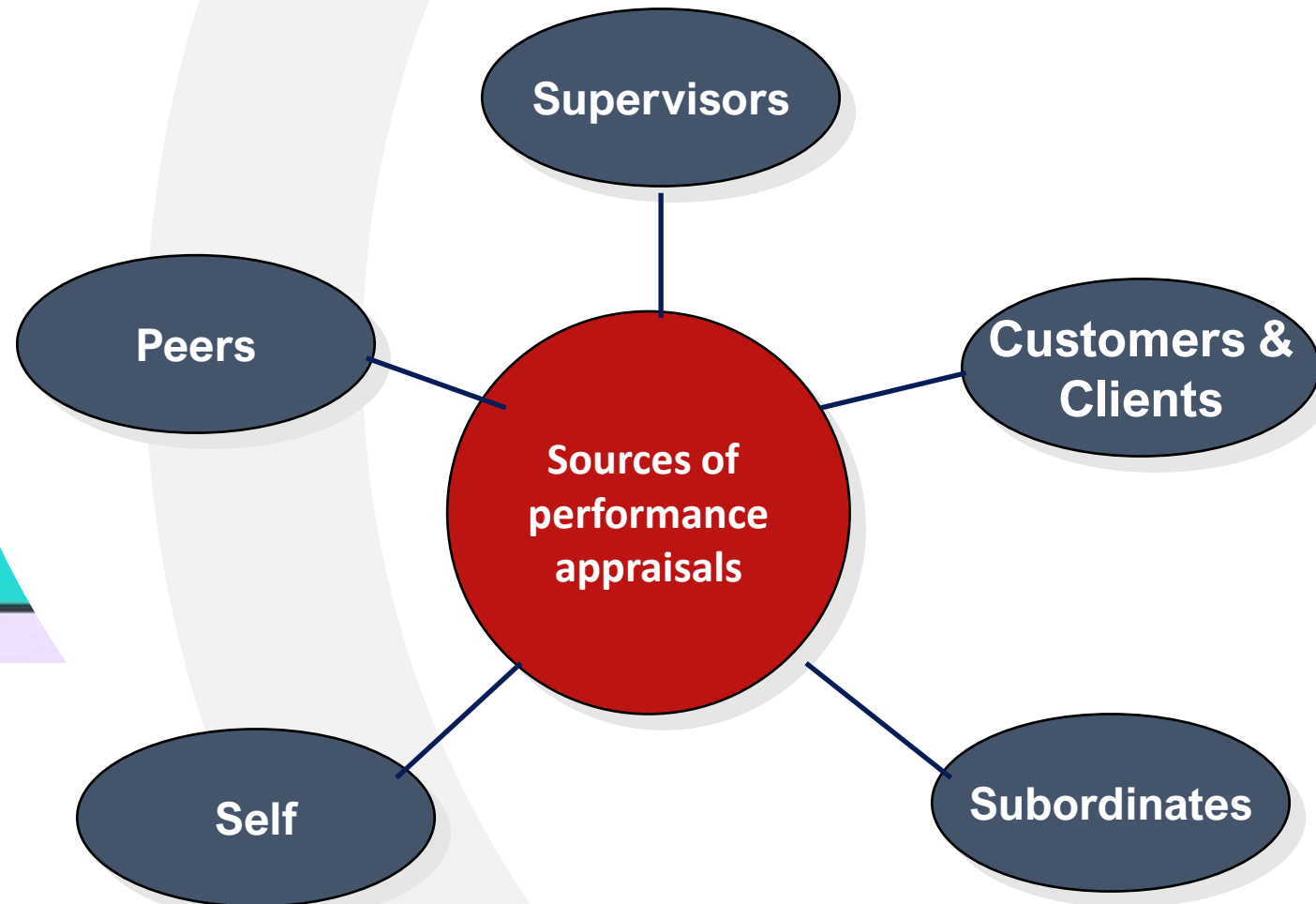
PERFORMANCE APPRAISAL (CONT)

- ❖ Self Appraisal
- ❖ Peer Appraisal
- ❖ 360 Degree appraisal
- ❖ Central Tendency Error-everyone ranked as average
- ❖ Leniency-individuals are ranked higher than they deserve

Implementation Partner



WHO APPRAISES PERFORMANCE?



Implementation Partner





Ghana 2022 - 2023

RECRUITMENT PROCESS

Establishing the need and authority to recruit

Job analysis

Job description

- Describe duties

Person Specification

- Core skills, experience, qualifications required for the job

Preparing the job advertisement

Receiving responses to an advertisement

Implementation Partner





Ghana 2022 - 2023

JOB DESCRIPTION

- **Job title**
 - Function -(personnel, accounts, marketing etc.)
 - Status – (director, manager, officer
 - Scope – (division, product, location
- **Brief outline of the job** – (purpose/need for the job)
- **Accountability**
 - Who they report to
 - Who they are accountable to
- **Subordinates** (will they have staff reporting to them)

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.





Ghana 2022 - 2023

JOB DESCRIPTION (cont.)

- **Duties & Responsibilities**
 - Duties as specific tasks the jobholder is expected to perform
 - Responsibilities as matters for which the post holder is held accountable, but may not do themselves
- **Limits of authority**

Implementation Partner





Ghana 2022 - 2023

PERSON SPECIFICATION

- Determines specifically what you are looking for in your applicants
- Used to assess each candidate in relation to the ideal profile
- Used to assess the candidates in relation to each other on an equal basis
- A useful tool in the selection process

Implementation Partner





Ghana 2022 - 2023

SPECIFYING CRITERIA

Consider the different situations that they would have to work

The qualities specified must be related to the specific demands of the job:

- Experience
- Qualifications
- Skills
- Personal qualities

Implementation Partner





Ghana 2022 - 2023

THE INTERVIEWING ROLE OF A MANAGER

- To listen (80% listening & 20% talking)
- To guide the subject matter to your needs/requirements
- Inform candidate of the timescale
- Terms and conditions
- Appointment procedures
- Note taking
 - Write points for each candidate before each person
 - Write down facts established/evaluation of candidates
 - Use to compare candidates objectively against the criteria (e.g. in a Table)

Implementation Partner





Ghana 2022 - 2023

EXERCISE 5: MANAGING PEOPLE COMMON ISSUES

1. What are the common issues you face managing people?
2. What are the causes of some of these issues?
3. What can you do as a manager to minimise some of these issues?

GIVING & RECEIVING FEEDBACK ROLE PLAY

Implementation Partner





Ghana 2022 - 2023

DEFINITIONS: WHAT IS TALENT MANAGEMENT

Talent management is **how employers recruit and develop a workforce that is as productive as possible and likely to stay with their organization long term.** When implemented strategically, this process can help improve the overall performance of the business and ensure that it remains competitive.

Implementation Partner



● ● ● AFRICAN GERMAN
HEALTH ASSOCIATION
E.V.





Ghana 2022 - 2023

TALENT MANAGEMENT

Attracting Talent – Both internally and externally

Developing Your Talent – To meet organizational and individual needs

Managing Your Talent – Active steps taken to retain and engage talent for the future health of the organisation and individual

Succession Planning – Identifying and developing internal talent pools for key/critical organizational positions

Evaluating Your Talent – High level and individual evaluations to ensure you have a robust Talent Management system in place

Retaining Your Talent – Identifying ways to help improve retention of your talent

Management Policy – The key aspects of a robust Talent Management Policy

Implementation Partner





Ghana 2022 - 2023

EXERCISE 6: TALENT MANAGEMENT _ EMPLOYER BRAND EXERISE

DEFINITION: *Employer brand is a term referred to describe the company's reputation and popularity from a potential employer's perspective and describes the values the company gives to its employees.*

- Do a **SWOT** analysis on your employer brand, how do people see your employer?
- What are the strengths and weakness of the brand?
- What are the opportunities and threats to the brand
- How can you improve the brand.
- Design a poster highlighting your employer brand to attract new doctors & nurses.

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.





Ghana 2022 - 2023

WHO'S RESPONSIBLE FOR EMPLOYER BRANDING?

Employer brand is not something you choose – it is what you *are*.

Your identity as a company is shaped by various stakeholders:

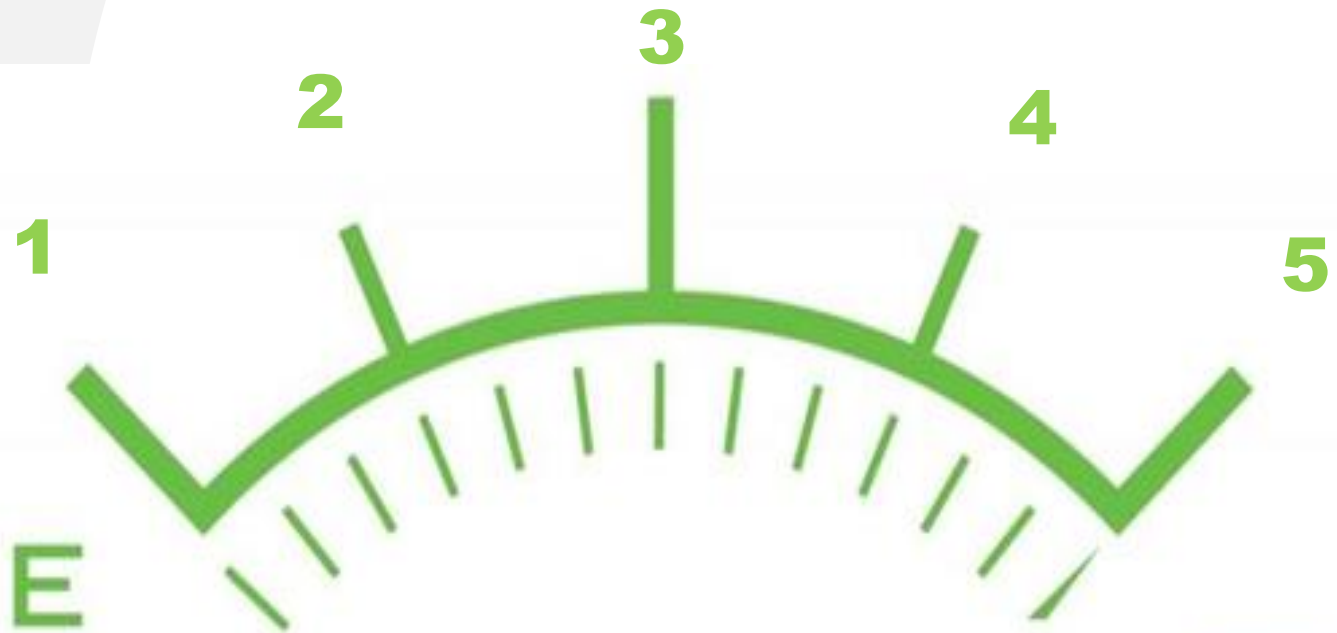
- The founders or owners, the CEO, Govt. and all C-suite executives who have a strategic vision for the organisation and set the values they want to reinforce
- The line managers who lead, evaluate and train their team members
- The HR team that manages employee relations and establishes company policies
- The marketing team that communicates company news externally (e.g. via social media, events, etc.)

Implementation Partner



Ghana 2022 - 2023

PERCEPTION MEATER GAUGE



How would you rate your people management skills?

- Perception
- Attitude
- Results
- Culture

Implementation Partner



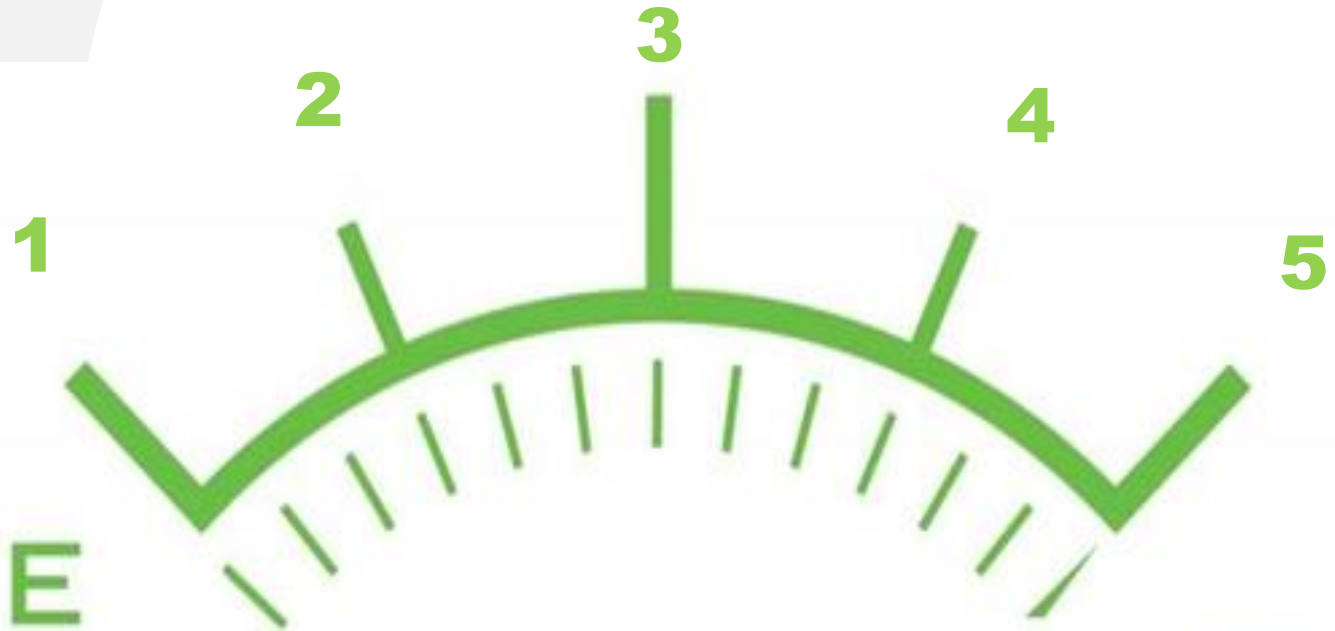
● ● ● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.



Ghana 2022 - 2023

PERCEPTION MEATER GAUGE



How would you rate your employer brand?

- Perception
- Attitude
- Results
- Culture

Implementation Partner



● ● ● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.



Ghana 2022 - 2023

END OF TOPIC 3: MANAGING PEOPLE



Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.





Ghana 2022 - 2023

YOU SHOULD NOW:

- ❖ Be able to understand the fundamentals of managing people
- ❖ Understand and describe people management skills required to manage people
- ❖ Understand your role as a people manager
- ❖ Be able to understand and explain talent management
- ❖ Understand and explain the importance of Employer Brand

Implementation Partner



●●● AFRICAN GERMAN
HEALTH ASSOCIATION

E.V.



END OF HR SESSIONS

(Q&A)

DO YOU HAVE ANY BURNING
QUESTIONS?

Contact



Project Office Ghana

African German Health Association e. V.
c/o Hospital Engineering Limited
1, Asafoatse Afua Lane, Ringway Estates, Osu, Accra, Ghana

Phone: + 233 (0) 302 227 213

E-Mail: ghana@african-german-health-association.de

Office Germany

African German Health Association e. V.
Rödingsmarkt 20
20459 Hamburg, Germany

Phone: +49 (0) 40 2286 3367

E-Mail: vorstand@african-german-health-association.de

Bank Account for Donations:

Deutsche Skatbank
IBAN: DE59 8306 5408 0004 2681 48
BIC: GENODEF1SLR

1st Chairwoman of the association: Bianca Buchmann

2nd Chairwoman of the association : Ke Xiang

Chief Financial Officer: Lutz Schittko

Registergericht: Amtsgericht Hamburg

Registernummer: VR24544