

OHTM Diploma

Human Resource Management

The OTHM Diploma Paper in Human Resource Management is one of three papers that make up Part I of the OTHM Diploma. This course assumes knowledge gained in the OTHM Certificate.

Aims and Objectives

The module aims to provide participants with:

- The ability to select and apply appropriate HR and management frame works in HR planning in the Tourism and Hospitality Management industry
- The skills to recruit and select appropriate staff, taking into consideration individual differences in culture, attitudes, gender, ethnicity, background and personality.
- An understanding of the importance of a range of training interventions for improving service in the Tourism and Hospitality industry. A working knowledge of the changing nature of employee/employer relations, and the implications for flexible working, commitment and leadership.
- The ability to maximise performance through effective motivation, performance management and review.

Learning Outcomes

At the end of the module students will be able to:

- Communicate effectively in a number of organisational situations: dispute resolution, grievance, presentations and negotiations.
- Handle competently the recruitment and selection process.
- Implement effectively flexible working strategies to meet changing resource needs.
- Maximise individuals' contribution through effective performance management techniques, such as target setting and appraisal.
- Put into practice standards of ethical behaviour in the workplace and act as role model for 'good practice'.
- Handle difficult people-management situations by a thorough knowledge of grievance and disciplinary procedures and excellent communication skills.
- Identify appropriate training and development opportunities for individuals, in order to enhance organisational performance.

- Manage work-related stress by understanding causes and symptoms and alleviating it by prevention strategies. Demonstrate the importance of career development and apply appropriate nurturing and development techniques.
- Recommend ways of generating employee commitment by a through understanding of the criteria for good leadership and management.
- Advise on legislation in the area of employee relations, Health and Safety, and Managing Diversity.
- Assess the benefits of individual differences of people in achieving effective HR Management.