

HR Coordinator MasterClass



Who Should Attend?

Human Resources Professionals



Dates : 19 – 21 May 2026

VENUE : Labadi Beach Hotel, Accra, Ghana

COST : USD795.00pp

REGISTER NOW

Switchboard: +27 (68 633 8497

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Attendance by two or more representatives of your organization will foster teamwork and enhance the program's impact

HR Coordinator: Certificate Program

Stop feeling like an imposter and start feeling like an HR operations pro! Get everything you need to thrive in your HR Coordinator role, whether you're new to HR or looking to build confidence in your work. The HR Coordinator Certificate Program gives you the HR Coordinator skills to run processes, manage priorities, and communicate with clarity, so you get noticed for your impact!

KEY PROJECTS & RESOURCES IN THIS PROGRAM

Personal Goal Setting Template

- Set clear, actionable goals for your development and career growth.

HR Coordinator & HR Administrator Success Profile

- Explore the key responsibilities, skills, and success metrics.

Key Stakeholder Discussion Template

- Document your conversation with your stakeholders.

30-60-90 Day Manager Preparation Template

- Draft 30-60-90 day plans for new employees and share with your hiring managers.

HR Coordinator Resource Pack

- Get hands-on templates, checklists, and guides for different HR Coordinator responsibilities.

Digital Agility Tracker

- Understand your digital persona and get actionable steps to become more digitally agile.

Safe, Legal, and Confident Checklist

- Get best practices for online security, personal wellbeing, and confidence in responsible online behaviors.

HR Project Management Framework

- Learn a step-by-step approach to manage HR projects effectively.

Project Finance Tracker

- Plan and track expenditure in HR projects with various project types to choose from.

Soft Skills Resources

- Get key takeaways, reflection questions, self-assessment tool, and exercises for each HR soft skill.

Conflict Resolution Worksheet

- Learn effective phrases and strategies for handling tense situations.

Character Assessment

- Understand and leverage your character strengths.

Conversation Guide

- Prepare for your difficult conversation.

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Course Outline

Course 1

Introduction to HR Coordination

Master the essentials of effective HR operations

Success in HR operations demands a solid foundation in HR fundamentals. Build the confidence to take decisive, independent action in handling key HR administration responsibilities. This course helps you gain essential knowledge and build the skills needed to consistently deliver exceptional results with a growth mindset.

- ✓ Understand how HR operations links to broader HR and business initiatives
- ✓ Unlock the invisible HR administration skills that keep HR running
- ✓ Build a foundation of trust through professional handling of sensitive information
- ✓ Stand out by stepping up with curiosity, credibility, and a solution mindset

Module 1 Understanding the HR Coordinator Role

Lesson 1 - The Business Impact of HR Operations

Behind the Scenes in HR Operations and Admin
HR Coordinator & HR Administrator Success Profile

Lesson 2 - Managing Stakeholders and Building Relationships

Navigating Ethical Challenge Guide

Lesson 3 - Supporting HR Processes

Lesson 4 - Strengthening Tech and Data Competency

- HR Metrics Glossar
- Data Quality Checklist
- Quiz
- Community Discussion

Module 2: Mastering the HR Coordinator Role

Lesson 1 - Managing Tasks to Increase Productivity

HR Inbox Task Simulation

Task Prioritization Tool

Employee Task List Template

Lesson 2 - Core Admin Skills for Everyday

Excel Cheat Sheet

Project Management Playbook

Lesson 3 - Upholding Confidentiality, Ethics, and Professionalism

Navigating Ethical Challenges

Lesson 4 - Developing a Proactive Mindset

- HR Operations Career Development Cheat Sheet
- Personal Goal Setting Template
- Quiz
- Community Discussion

Course 2

Policies & Processes for the Employee Lifecycle Model Power up people process

A deep understanding of the employee lifecycle is essential to running effective, high-impact HR operations. In this online course, you will learn how HR engages with people across the seven stages of the employee lifecycle, from recruitment and onboarding to performance and rewards. You will also learn how to design and implement successful HR policies for an HR playbook that influences success.

- ✓ Position your role effectively and showcase the value you bring
- ✓ Understand the HR systems needed to successfully run an HR function
- ✓ Get equipped to set up a recruitment funnel and navigate interviews
- ✓ Support the employee lifecycle, from onboarding to offboarding

Module 1 Getting the 4 Ps in Place

Lesson 1 – Positioning Your Role as HR

Key Stakeholder Discussion Template

Quiz

Lesson 2 – Playing in Position: Coach, Defender, and Superfan

Quiz

Lesson 3 – Implementing a Policy Framework

Managing Risk

Policy 101

Activity: Write Your Own Policy

Lesson 4 – Running a Successful Payroll Process

Activity: Payroll Approaches

Leave Categories Checklist

Activity: Create Your Payroll Schedule

Quiz

Community Discussion

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Module 2 Bringing the Right People On Board

Lesson 1 - Finding Talent

Introduction to the Recruitment Funnel

Best Hiring Approaches Guide

Role Requirements Template

Reading materials

Candidate Dashboard

Quiz

Lesson 2 - Conducting Competency-Based Interviews

Interview Preparation Pack

Quiz

Lesson 3 – The Onboarding Passport Experience

- Activity: Your Onboarding Journey
- The Players that Make Onboarding a Success
- 30-60-90 Day Plan Template
- Employee Onboarding Checklist
- Quiz
- Community Discussion

Course 3 HR Coordinator Resource Pack

Maximize your HR efficiency and impact

You've got the role. Now it's time to feel in control! With this course, you'll get HR templates, guides, and checklists together with step-by-step guidance that helps you move from "Where do I begin?" to "I've got this". Designed to help you get started with any project – from talent acquisition, onboarding, and employee relations – and grow fast.

✓Streamline recruitment, onboarding, and operations with best practices

✓Use practical tools and resources to run key HR processes smoothly

✓Handle employee relations with ready-to-use checklists and forms

✓Create clear reports and dashboards to keep stakeholders informed

Module 1 Talent Acquisition

Role Requirements Template

Best Hiring Approaches Guide

Recruitment Tracker Dashboard

Module 2 Onboarding

Employee Onboarding Checklist

30-60-90 Day Plan Template

Module 3 Employee Life Cycle

Employee Handbook

HR Process Map

Operational HR Reporting Template

Stakeholder Management Template

Module 4 Employee Relations

Employee Grievance Form

Employee Misconduct Investigation Checklist

11 Employee Relations Metrics to Track

Module 5 Offboarding

Offboarding Checklist

Employee Offboarding Guide

Course 4 Developing Digital Agility

Become a digital-savvy HR coordinator

HR Coordinators today are expected to navigate increasingly digital workplaces. Through this course, you will learn how to apply different thinking styles, identify key actions to achieve digital agility, and master different methods to increase your digital savviness. You will also learn how to use agile methodology to improve your HR function through digital technology.

✓Understand the three different thinking styles that boost digital agility

✓Gain the practical knowledge to influence and increase digital dexterity

✓Unlock seven key levels of proficiency to grow your digital capability

✓Develop the attitudes and behaviors that create a digital-first mindset

Module 1 Developing Digital Agility

Activity: How Digitally Oriented Are You?

Lesson 1 – Developing Digital Agility

Digital Agility Tracker

Lesson 2 – Thinking Digital

Lesson 3 – Acting Digital

The Hooked Model

Lesson 4 – Doing Digital: Part 1

DigComp 2.2 Framework

Lesson 5 – Doing Digital: Part 2

Safe, Legal, and Confident Checklist

Lesson 6 – Building Belief and Confidence in Digital

Quiz

Community Discussion

Course 5 HR Project Management Skills

Gain HR Project Management Essentials

HR projects drive business impact, and strong project management makes it happen. This course helps you build the essential HR project management skills to take ownership, drive results, and add real business value. From project scoping to stakeholder management, you'll learn how to lead each phase of an HR project and gain more credibility with stakeholders.

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- ✓Apply a framework to effectively manage HR projects in each phase
- ✓Support HR projects that put people first and strengthen HR operations
- ✓Master HR project planning techniques for scoping, time management, and stakeholder engagement
- ✓Develop a growth mindset, resilience, and better problem-solving and decision-making

Module 1: Managing HR Projects for Business Impact

Lesson 1 - Developing a Project Management Mindset
 Lesson 2 - Mastering the HR Project Management Framework
 HR Project Management Framework
 Quiz

Module 2: Human-Centered HR Project Management

Lesson 1 - HR Project Management Pillars
 Lesson 2 - Effective Project Scoping
 Project Scope Management Plan Template
 Lesson 3 - Proactive Time Management
 Project Time Management Template
 Lesson 4 - Managing Project Costs
 Project Finance Tracker
 EVM Calculator
 Lesson 5 - Risk and Compliance Control
 Risk Strategy Tool
 Lesson 6 - Stakeholder Management Strategies
 Stakeholder Management Template
 Stakeholder Management Toolkit
 Strategy Guidelines and Communications
 Lesson 7 - HR Project Quality Management
 HR Project Management Quality Checklist
 Project Success Measurement Guideline
 Quiz
 Community Discussion

Module 4: Navigating the HR Project Management Phases

Activity: Navigating the Phases of HR Project Management
 HR Project Management During the Initiation Phase
 HR Project Management Monitoring Template
 HR Project Management Closing Template

Module 5: 4 Key HR Project Management Skills

Lesson 1 - Developing a Growth Mindset
 Lesson 2 - Effective Problem-Solving Skills
 HR Root Cause Analysis
 Decision-Making Matrix Template
 Lesson 3 - Influencing Stakeholders
 Lesson 4 - Building Resilience
 Quiz
 Community Discussion

Course 6 Learning Soft Skills

Build your HR soft skills

Soft skills are your key to making daily HR operations smoother, personal, and more effective. This course equips you with three essential soft skill sets for HR Coordinators — building strong relationships, navigating tough situations, and working with clarity and purpose. Designed for early-career HR professionals, it features expert insights, downloadable tools for self-assessment, and tips to apply new habits immediately to your daily work.

- ✓Strengthen your collaboration and workplace relationships
- ✓Manage conflict and take charge of tough conversations
- ✓Adapt to change and support colleagues through transitions
- ✓Boost focus, motivation, and time management in busy environments

Module 1: Building Strong Working Relationships

Learning Soft Skills Introduction
 Lesson 1 - Principles of Good Teamwork
 Lesson 2 - Overcoming Common Interpersonal Dynamics
 Lesson 3 - Building Effective Work Relationships
 Lesson 4 - Being a Good Colleague
 Lesson 5 - 7 Quick Tips to Improve Collaboration
 Lesson 6 - Ensuring Positive Daily Interaction
 Application Questions
 Reading Materials
 Community Discussion

Module 2: Building Emotional Intelligence

Resource - Building Emotional Intelligence: Learning Companion
 Lesson 1 - Understanding People's Behavior
 Lesson 2 - Adapting to Different Thinking Styles
 Lesson 3 - Quick Fixes for Managing Conflict
 Conflict Resolution Worksheet
 Lesson 4 - Handling Difficult Conversations
 Managing Difficult Conversations Playbook
 Lesson 5 - Tips for Navigating Change
 Change Management Guide & Worksheet
 Lesson 6 - Developing Adaptability to Change
 Application Questions
 Community Discussion

Module 3 Working with Purpose

Resource - Working with Purpose: Learning Companion
 Lesson 1 - Adopting a Constructive Mindset
 Lesson 2 - Finding Motivation for Routine Tasks
 Lesson 3 - Setting Achievable Goals
 Guide: Setting Goals and Tracking Habits
 Lesson 4 - Enhancing Your Ability to Focus
 Lesson 5 - Effective Time Management
 Lesson 6 - Managing Distractions
 Application Questions

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HR Communications Toolkit

Handling conversations that matter

HR Coordinators need outstanding HR communication skills to navigate sensitive conversations with ease and confidence. In this course, you will learn about the strategies to become an effective communicator — from utilizing the SIER active listening model to understanding different communication styles and master conflict management.

- ✓Navigate the flow and outcome of a courageous conversations
- ✓Build trust with others by thoroughly preparing for your conversations

- ✓Identifying the hallmarks of conflict and the different conflict styles

- ✓Explore the six stages of feedback and how to give actionable input

Module 1: Preparing for a Courageous Conversation

Lesson 1 - Showing Up with Courage

Reading Materials

Lesson 2 - Laying the Groundwork for Trust

Conversation Guide

Grow Guidebook

Quiz

Community Discussion

Module 2: Conversation Strategies in Action

Lesson 1 - Listening and Feeding Back Effectively

Active Listening Guidebook

Reading Materials

Conflict Management Style Test

Conflict Management Styles Feedback Sheet

5 Benefits of Workplace Conflict

Lesson 2 - Managing Conflict

Lesson 3 - Setting Up and Following Up

Checklist: Virtual Conversations

Quiz

Community Discussion

Case Study: A Courageous Conversation



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Delegate Name:		Designation:		Email:	
Delegate Name:		Designation:		Email:	
Delegate Name:		Designation:		Email:	
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Payment and/or Banking details will be sent on receipt of a completed booking form.

All payments to reflect the invoice number

Booking Fee:

☐ Early Bird Fee ☐ Normal Booking Fee

Early booking fee is for a booking received 30 days before the training date.

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TERMS & CONDITIONS

I have read and understood the booking terms and conditions

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CANCELLATIONS & TRANSFERS

If you are unable to attend, a substitute delegate is welcomed at no extra charge. Please provide the name and the title of the substitute delegate at least 2 working days prior to the Conference. Regrettably, no refund can be made for cancellation received 2 weeks before the date of the course. A complete set of documentation will however be sent to you. The organiser reserves the right to make any amendments and/or changes to the programme, venue, speaker replacements and/or topics if warranted by circumstances beyond its control

