

SEMESTER III

B) HUMAN RESOURCE MANAGEMENT

HUMAN RESOURCE PLANNING (04 Credits)	
Unit-1	LEARNING ORGANIZATION AND LEADERSHIP
Unit-2	BASICS OF HUMAN RESOURCE PLANNING <ul style="list-style-type: none"> • Macro Level Scenario of Human Resource Planning • Concepts and Process of Human Resource Planning • Methods and Techniques – Demand Forecasting • Methods and Techniques – Supply Forecasting
Unit-3	JOB EVALUATION <ul style="list-style-type: none"> • Job Evaluation – concepts, Scope and Limitations • Job Analysis and Job Description • Job Evaluation Methods
Unit-4	ACTION AREAS – ISSUES AND EXPERIENCES <ul style="list-style-type: none"> • Selection and Recruitment • Induction and Placement • Performance and Potential Appraisal • Transfer, Promotion and Reward Policies • Training and Retraining
Unit-5	MEASUREMENTS IN HUMAN RESOURCE PLANNING <ul style="list-style-type: none"> • Human Resource Information System • Human Resource Audit • Human Resource Accounting • Career Planning • Employee Counseling • Discipline, Suspension, Retrenchment And Dismissal • Employee Grievance Handling • Compensation & Salary Administration • Laws & Rules Governing Employee Benefit And Welfare
Unit-6	CORPORATE SOCIAL RESPONSIBILITIES
Unit-7	COMPETENCY MAPPING & CONCEPT OF ASESSMENT CENTERS
Unit-8	HUMAN RESOURCE DEVELOPMENT <ul style="list-style-type: none"> • Human Resource Development An Overview • Human Resource Development Systems • Task Analysis • Human Resource Development In Service Industry • Organizing For Human Resource Development • Emerging Trends And Perspectives

Case Studies:

- Multi-skilling practices vis-à-vis traditional skill practices of any two comparable properties.

UNION MANAGEMENT RELATIONS (04 Credits)	
Unit-1	CONCEPTUAL FRAMEWORK <ul style="list-style-type: none"> • Union Management Relations Perspective • Public Policies and Union Management Relations • Major Events and International Issues
Unit-2	UNIONS AND UNIONISM <ul style="list-style-type: none"> • Trade Union Development and Function • Trade Union Structures and Trade Union Recognition • Leadership and Management in the Trade Unions • White Collar and Managerial Trade Unions • Management and Employers' Association
Unit-3	GRIEVANCE HANDLING <ul style="list-style-type: none"> • Employee Grievance Handling • Compensation Management • Employee Vs. Organization Liabilities
Unit-3	CONFLICT RESOLUTION <ul style="list-style-type: none"> • Dynamics of Conflict and Collaboration • Nature and Content of Collective Bargaining • Negotiation Skills • Issues and Trends in Collective Bargaining • Role of Labour Administration : Conciliation, Arbitration and Adjudication
Unit-4	WORKERS' PARTICIPATION IN MANAGEMENT <ul style="list-style-type: none"> • Evolution, Structure and Processes • Design and Dynamics of Participative Forums • Strategies and Planning for Implementing Participation
Unit-5	TRENDS IN UNION MANAGEMENT RELATIONS <ul style="list-style-type: none"> • Emerging Trends in Union Management Relations • Cross, Cultural Aspects of Union Management Relations

MANAGING CHANGE IN ORGANISATIONS (04 Credits)	
Unit-1	CONCEPT OF MANAGING CHANGE <ul style="list-style-type: none"> • The Process of Organisational Change • Key Roles in Organisational Change • Culture and change • Managing Resistance to change • Effective Implementation of change
Unit-2	DIAGNOSIS AND INTERVENTION <ul style="list-style-type: none"> • Organisational Diagnosis : Issues and Concepts – an overview • Diagnostic Methodology : Salient Features • Diagnostic Methods : Quantitative and Qualitative • Intervention in Organisational Change • Evaluation of Organisational Change Programme
Unit-3	MODELS OF ORGANISATIONAL CHANGE <ul style="list-style-type: none"> • Some Models of Organisational Change • Why Changes May Fail: Two Case Examples • OD in an NGO • Organizational Change and Process Consultation • Work Redesign Model
Unit-4	CONSULTING : APPROACHES & SKILLS <ul style="list-style-type: none"> • Manager as Agent of Change • Internal change Agent • External Change Agent (Consultant)

SOCIAL PROCESSES AND BEHAVIOURAL ISSUES (04 Credits)	
Unit-1	<p>SOCIAL AND ORGANISATIONAL CULTURES</p> <ul style="list-style-type: none"> • Indian Environment: Perspective on Cultural Processes and Social Structures • Society in Transition • Organisational and Managerial Values and Work Ethics
Unit-2	<p>INTRA-PERSONAL PROCESSES</p> <ul style="list-style-type: none"> • Understanding Human Behaviour • Learning • Perception • Stress and Coping
Unit-3	<p>INTER-PERSONAL PROCESSES</p> <ul style="list-style-type: none"> • Helping Processes • Communication and Feedback • Inter-Personal Styles
Unit-4	<p>GROUP AND INTER GROUP PROCESSES</p> <ul style="list-style-type: none"> • Group Formation and Group Processes • Organizational Communication • Team Development and Team Functioning • Conflict, Competition and Collaboration
Unit-5	<p>ORGANIZATIONAL PROCESSES</p> <ul style="list-style-type: none"> • Organizational Processes : An Overview of major concepts, and emerging trends • Power, Politics and Authority • Integration and Control • Organizational Climate • Organizational Effectiveness

Seminars/Workshops:

Workshop on Emotional Quotient (EQ), Intelligent Quotient (IQ) and Spiritual Quotient (SQ) and learn their applications in life and work:

This workshop should aim to provide an understanding of:

The objective is to make the participants aware of the power of their emotions, spirituality and intelligence and to manage and enhance them and make use of them for the success of their selves, their teams and organizations to successfully beat the competitions.

- ❖ Meanings of emotions, spirituality and intelligence
- ❖ Physiology and psychology of Emotions, Intelligence and Spirituality
- ❖ Emotional awareness and EQ and Emotional fitness
- ❖ Spiritual awareness and SQ and Spiritual fitness
- ❖ Know your IQ level
- ❖ Compare your EQ, SQ, IQ level and draw your EQ, SQ and IQ map.
- ❖ Usefulness of EQ, SQ and IQ in life and work

Psychometric Tools for effective recruitment:

This workshop should aim at:

- ❖ Know how on selection and use of appropriate psychometric test
- ❖ Reliability and validity of psychometric tests
- ❖ Application of psychometric teaching for improving individual learning and professional effectiveness.
- ❖ Administering psychometric instruments and interpretation of results
- ❖ An experience of MBTT and IOTT

Workshop on Managerial skills for organizational excellence

The workshop should aim at:

- ❖ Changing role of Managers in the current business scenario
- ❖ Strategy and Vision for Managers
- ❖ Excellence orientation of Managers
- ❖ Communication & presentation skills for Managers
- ❖ Creating high performance teams
- ❖ Interpersonal skills for Managers
- ❖ Effective motivational skills
- ❖ Coaching and mentoring for Managers
- ❖ Radical change management
- ❖ Values and Ethics for Managers

Workshop on Management of Talent and Intellectual Capital

The workshop should aim at:

- ❖ Intellectual capital : what constitute intellectual and how to measure it?
- ❖ Human capital : what constitute human capital and how to measure it?
- ❖ Importance of top grading for organizations and leadership development
- ❖ Tips for recruiting and retaining talent
- ❖ Role of assimilation and integration in talent management
- ❖ Assimilation and integration methods
- ❖ Role of coaching, mentoring, performance appraisals, 360 Degree feedback, assessment and development centers in talent management Successful execution strategies