

Optimize human resource management and efficiency with AQRO®

Duration

3 days (Optional 1 day HR workshop)

Course Delivery

Classroom

Language

English

Target Audience

This qualification is aimed at individuals who require a working knowledge of the key concepts of the AQRO® methodology including:

- Anyone who wants to improve the efficiencies of their team(s) and resource management processes
- Managers of teams of people
- Those who prepare role descriptions and assign individuals to roles
- Those who want to get transparency about the roles and activities in their department.

Typically this will be Departmental Managers, Resource Managers, Team Leaders, Project Managers, Change Managers and members of teams implementing or using the AQRO® methodology.

Pre requisites

There are no pre-requisites for this course, although a basic knowledge of HR concepts will be helpful.

About the Examination

The exam is closed book with fifty (50) multiple choice questions. The pass score is 50% (25 correct answers). The exam is 40 minutes in duration.

Certificate

Foundation certificate in AQRO®

Reference Materials

AQRO® Stress-Free and Efficient Human Resource Management, Dr. Consuela Utsch

Course Description

As the pace of communication gets faster organizations, teams and individuals struggle to keep up with priorities.

AQRO® HRM Stress-Free Efficiency reduces unplanned interruptions – the main cause of working inefficiently. By intelligently structuring a department's activities, organizations can foster stress-free and efficient human resource management.

AQRO® equips your organization with a key competitive advantage - providing managers, team leaders and staff with substantial benefits during their daily business activities.

Implementation of AQRO® delivers the following advantages:

- For the company and senior management: EFFICIENCY (saving up to 1.5 hours per day, per worker)
- For managers and team leaders: FACTS (transparency; know the workers' workload; make clear plans)
- For the worker: WORK WITHOUT DISTRACTIONS (clear responsibilities, reduce stress, less overtime)

AQRO® provides managers with a disciplined but flexible approach to resource management, allowing for greater visibility and control of resources. This in turn leads to increased productivity and cost savings.

AQRO® provides the HR integration with process based methodologies, such as COBIT®, AgilePM®, PRINCE2®, ITIL® and LEAN IT®.

Course and Learning Objectives

At the end of this course, you will be able to:

- Understand the challenges facing today's workforce in prioritizing and managing their workload and the consequences of these challenges for the individual, managers and organizations
- Understand the benefits and the key elements of the AQRO® methodology
- Understand the link between AQRO® and corporate governance
- Identify and describe the three AQRO® roles in your organization, and how they are used together with the Role Descriptions that define the responsibilities and main activities of each role
- How to assign work to people, including using a Service Plan
- Understand characteristics of the four behavior types, the difference between them and why using behavior types is of benefit when working with teams
- Understand how the behavior types of other individuals may influence a person's behavior
- Understand the implication of the four behavior types for a manager when assigning roles and managing teams



Empowering Professionals

Quint Academy is one of the world's largest IT training organizations. Worldwide, over 30,000 professionals choose Quint Academy every year. Since 1992, we have been successfully responding to the IT training needs of these professionals.

The portfolio of courses offered by Quint Academy is at the interface of business and IT, at the strategic, tactical and operational levels. The courses cover the entire spectrum of IT: Strategy, Business Information Management, Governance, Sourcing, Architecture, Innovation, Information Risk Management, IT Management, Lean IT & Agile, Portfolio Management, Program Management and Project Management. The curriculum of each course is aligned with the needs of the individual IT professional, from CIO to helpdesk co-worker. In our courses, we focus on imparting knowledge and know-how (hard skills) and we concentrate in particular on changing behavior and attitudes (soft skills).

www.quintgroup.com/training

© Copyright 2016, Quint Wellington Redwood. All rights reserved. No part of this publication may be reproduced, transferred and/or shown to third parties without prior written consent of The Quint Wellington Redwood Group.



Please Recycle

- Understand the implication of the four behavior types under stress
- Describe the primary Human Resource Processes and explain the benefits of comprehensive Human Resource Management in your organization.
- Set the responsibilities and duties of the roles involved in comprehensive Human Resource Management
- Transition an organization from a line management focus to project management focus using AQRO®.

Course Approach

The AQRO® Foundation Training is three days. During the training, you will learn the fundamentals of AQRO and how to apply this in your organization. In the training you will practice with exercises to build hands-on skills. The training will introduce you to the variance of the AQRO® methodology related to HR elements like change Approaches and how to understand people's and teams behavior and attitude.

This course is delivered using an exciting case study designed to further enhance the candidates understanding of AQRO®. Students who have attended this course are prepared to successfully take the associated AQRO® Foundation certification exam.

Course Student Material

Students will receive an AQRO® Foundation classroom workbook containing all of the presentation materials, the case study, and sample exam questions.

Concepts Covered

- The effects of work interruptions
- The most frequently reported job-related stress factors (according to FORSA)
- The three elements of a good corporate governance structure
- The connection between corporate governance, AQRO and Human Resource Management
- The consequences of an organization's workers switching between multiple roles
- The content of the Role Description (as described in the seven constituent parts)
- How the RACI model is used when defining roles
- The purpose of the Service Plan
- The four behavior types by color and behavior pattern
- The factors to consider when creating teams based on each individuals' behavior type
- The steps for compiling a team using behavior types
- The roles recommended by AQRO® for comprehensive Human Resource Management
- The recommended steps for transitioning a line organization to a project organization:
 - Project Planning
 - External Search
 - Skill Matrix
 - Monitoring and Return

PRINCE2®, ITIL®, MSP®, M_o_R®, P3O®, P3M3® are registered trade marks of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.
MoP™ MoV™ are Trademarks of AXELOS Limited.
The Swirl logo™ is a Trademark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.
R.E.P.® is a registered service and membership mark of Project Management Institute, Inc.
PMI® is a registered trade and service mark of Project Management Institute, Inc.