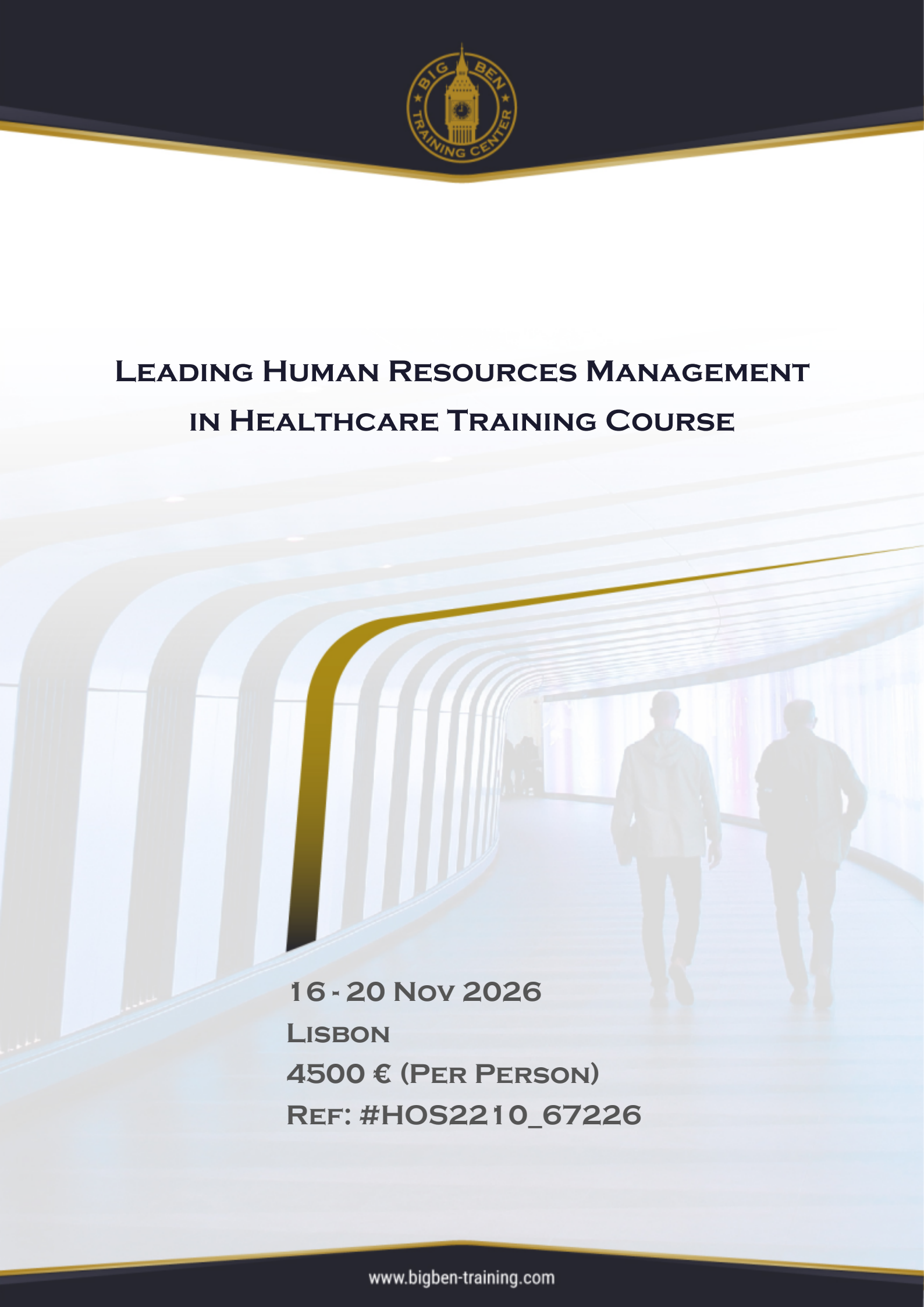
Leading Human Resources Management in Healthcare Training Course



16 - 20 Nov 2026

Lisbon

4500 € (Per Person)

Ref: #HOS2210_67226

Course Introduction / Overview:

The healthcare industry's workforce is its most valuable asset and its most complex challenge. Effective human resources management in healthcare is not just about hiring and firing, it is about creating a resilient, high-performing, and compassionate workforce that can meet the unique demands of patient care. This training course is designed to provide HR professionals, hospital administrators, and healthcare leaders with the specialized knowledge and skills needed to excel in this field. We delve into the critical aspects of human capital management, from talent acquisition and retention to performance management and labor relations. Drawing on the work of academics like Peter F. Drucker, who wrote extensively on management and organizational behavior, this course emphasizes the strategic role of HR in achieving institutional goals. We explore how to navigate complex regulatory environments, manage staff shortages, and address burnout, all while fostering a positive and inclusive work environment. BIG BEN Training Center is proud to offer this comprehensive program that recognizes the unique challenges and opportunities within the healthcare sector. The curriculum is built to help participants develop strategies that will attract top talent, improve employee satisfaction, and ultimately, enhance the quality of patient care. We believe that by investing in their people, healthcare organizations can build a foundation for long-term success and excellence.

Target Audience / This training course is suitable for:

- Human resources directors and managers in healthcare.
- Hospital administrators and department heads.
- Recruitment and talent acquisition specialists.
- Employee relations and compensation professionals.
- Healthcare professionals moving into management roles.
- Training and development specialists in health institutions.
- Organizational development and culture change leaders.

Target Sectors and Industries:

- Hospitals and hospital systems.
- Private medical clinics and group practices.
- Long-term care and nursing facilities.
- Pharmaceutical and biotechnology companies.
- Public health agencies and government organizations.
- Health insurance companies.
- Medical and dental offices.

Target Organizations Departments:

- Human resources and talent management.
- Hospital administration and operations.
- Clinical services and nursing.
- Finance and payroll.
- Legal and compliance.
- Quality assurance and risk management.
- Training and professional development.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop and implement a strategic human resources plan aligned with organizational goals.
- Master talent acquisition and retention strategies specific to the healthcare industry.
- Design effective performance management and employee engagement programs.
- Navigate complex labor relations and collective bargaining in a healthcare setting.
- Manage compensation and benefits that attract and retain top talent.
- Understand and ensure compliance with healthcare-specific labor laws and regulations.
- Address and mitigate staff burnout, stress, and turnover.
- Foster a positive and inclusive workplace culture.

Course Methodology:

This training course is based on an interactive and practical methodology designed to give participants a hands-on learning experience. We use real-world case studies from various healthcare settings, allowing participants to analyze complex HR challenges and propose practical solutions. The program includes group exercises and role-playing scenarios that simulate difficult conversations, such as performance reviews or conflict resolution. BIG BEN Training Center emphasizes a collaborative approach, encouraging participants to share their own experiences and best practices. We will use interactive workshops on topics like designing a compensation structure or creating an employee engagement survey. The course also includes an in-depth review of current industry trends and best practices, ensuring the knowledge is up-to-date and relevant. Participants will leave with a toolkit of practical resources, including templates for job descriptions, performance appraisal forms, and policy documents. This hands-on approach ensures that participants can immediately apply what they have learned to improve their own HR practices and contribute to the success of their organizations.

Course Agenda (Course Units):

Unit One: Strategic Human Resources in Healthcare

- The unique role of HR in the healthcare sector.
- Aligning HR strategy with hospital-wide objectives.
- Workforce planning and talent forecasting.
- Navigating legal and ethical challenges.
- The impact of HR on patient outcomes and quality of care.

Unit Two: Talent Acquisition and Retention

- Building a strong employer brand for healthcare professionals.
- Sourcing, recruiting, and onboarding strategies.
- Creating effective retention programs to reduce turnover.
- Managing succession planning and career development.
- Addressing staff shortages and talent gaps.

Unit Three: Employee Relations and Performance Management

- Establishing clear performance appraisal systems.
- Managing employee grievances and conflict resolution.
- Disciplinary procedures and termination protocols.
- Understanding and implementing labor laws.
- Fostering a positive and productive work culture.

Unit Four: Compensation, Benefits, and Wellness

- Designing a competitive and fair compensation structure.
- Managing benefits packages and health plans for employees.
- Strategies for addressing employee burnout and stress.
- Promoting mental health and well-being in the workplace.
- Creating a safe and healthy work environment.

Unit Five: HR Metrics and Data Analytics

- Using HR data to make informed decisions.
- Measuring and improving employee satisfaction and engagement.
- Calculating turnover rates and cost per hire.
- Using data to justify HR initiatives and programs.
- Leveraging technology to streamline HR operations.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can healthcare HR professionals proactively address the future challenges of an aging workforce and the increasing demand for specialized medical skills, and what new models of human capital management might emerge as a result?

What unique qualities does this course offer compared to other courses?

This training course is a unique and specialized program that goes beyond general human resources principles by applying them directly to the complex and fast-paced healthcare environment. Unlike generic HR training, our curriculum is specifically designed to tackle the industry's most pressing issues, such as clinician burnout, talent shortages, and complex labor regulations. We focus on providing actionable strategies and tools that empower HR professionals to become true strategic partners within their organizations. The program uses real-world scenarios from hospitals, clinics, and other healthcare settings, ensuring that every lesson is relevant and immediately applicable. We don't just teach theory, we provide a practical framework for building a resilient, engaged, and high-performing workforce that can navigate the demands of modern medicine. This specialized approach, combined with a focus on leadership and strategic thinking, sets this course apart, making it an essential investment for any healthcare organization looking to strengthen its most valuable asset: its people.