Strategic Human Resources for Healthcare Managers Training Course



16 - 20 Nov 2026

Cape town

4600 € (Per Person)

Ref: #HSM5071_267935

Course Introduction / Overview:

Managing human resources in healthcare is a unique and challenging task that requires a deep understanding of both people management and the clinical environment. This training course is designed to equip healthcare managers with the strategic HR skills they need to attract, retain, and develop a high-performing workforce. Participants will explore everything from effective recruitment and talent management to performance appraisals and employee relations. The curriculum addresses the critical need to comply with complex labor laws while fostering a positive and supportive work culture. As noted by academic author Dr. Jonathan H. Westover in his book "Human Resources in Healthcare: A Practical Guide," effective HR management is a key driver of organizational success and quality patient care. BIG BEN Training Center is proud to offer this program, which moves beyond general HR practices to focus on the specific needs and challenges of healthcare. You will learn how to manage staff shortages, address burnouts, and build a resilient workforce. This course empowers you to be a leader in people management, ensuring your team is motivated, engaged, and equipped to deliver the highest standard of care.

Target Audience / This Training Course is Suitable for:

- Healthcare administrators and managers.
- Directors of human resources.
- Department heads and clinical supervisors.
- Recruitment and talent acquisition specialists.
- Quality and patient safety officers.
- Medical practice owners.
- Hospital chief operating officers.

Target Sectors and Industries:

- Hospitals and medical centers.
- Long-term care facilities.
- Outpatient clinics and specialist practices.
- Public health organizations and government agencies.
- Health insurance companies.
- Medical device and pharmaceutical companies.
- Healthcare consulting firms.

Target Organizations Departments:

- Human resources and talent management departments.
- Hospital administration.
- Nursing and clinical services.
- Medical staff and physician relations.
- Recruitment and training departments.
- Operations and administration.
- Compliance and legal departments.

Course Offerings:

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

- Develop and implement a strategic workforce plan.
- Master recruitment and talent retention strategies.
- Conduct effective performance appraisals and provide feedback.
- Manage employee relations and resolve workplace conflicts.
- Ensure compliance with labor laws and healthcare regulations.
- Create a positive and engaging work culture.
- Address employee burnout and promote staff well-being.

Course Methodology:

This training course uses a mix of case studies and hands-on workshops. Participants will work in groups to solve real-world HR dilemmas, such as managing a difficult employee or developing a retention plan for high-performing staff. The curriculum includes hands-on workshops on conducting interviews, writing job descriptions, and navigating disciplinary actions. Our instructors are seasoned HR professionals with extensive experience in healthcare who will share their firsthand knowledge and provide practical guidance. BIG BEN Training Center believes in a collaborative and interactive learning environment where you can practice new skills in a safe space. The course is designed to be highly practical, ensuring you leave with confidence and tools to effectively manage your team and build a thriving work environment.

Course Agenda (Course Units):

Unit One: The Strategic Role of HR in Healthcare.

- The unique challenges of HR in healthcare.
- Aligning HR strategy with organizational goals.
- Workforce planning and talent forecasting.
- The legal and regulatory environment.
- The role of HR in patient safety and quality.
- The impact of HR on patient experience.
- Case study: a hospital's successful workforce retention strategy.

Unit Two: Recruitment and Talent Management.

- Developing a robust recruitment strategy.
- Conducting effective interviews and hiring.
- Onboarding and new employee orientation.
- Developing and implementing a talent management program.
- Succession planning for key leadership roles.
- Building an employer brand.
- Workshop: a mock interview session.

Unit Three: Performance Management and Employee Relations.

- Setting clear performance expectations.
- Conducting effective performance appraisals.
- Providing constructive feedback and coaching.
- Resolving workplace conflict and disputes.
- Managing disciplinary actions and terminations.
- Understanding and applying labor laws.
- Role-playing: a difficult conversation with an employee.

Unit Four: Compensation, Benefits, and Employee Well-being.

- Developing a competitive compensation strategy.
- Designing and managing employee benefits.
- Addressing staff burnout and stress.
- Promoting a culture of well-being.
- The link between employee engagement and patient care.
- Creating an inclusive and diverse workforce.
- Discussion: the future of work in healthcare.

Unit Five: Leading a High-Performing Healthcare Team.

- The manager's role in HR functions.
- Building a culture of accountability and excellence.
- Strategies for effective team communication.
- Motivating and empowering a clinical team.
- Navigating change and uncertainty.
- The importance of emotional intelligence in HR management.
- Final project: a comprehensive HR plan for a new department.

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 managers balance the need for efficiency and cost control with the imperative of fostering a supportive work environment that prevents burnout and promotes employee well-being?

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

This training course is unique because it is exclusively focused on strategic human resources for healthcare managers. Unlike a generic HR course, it addresses the specific challenges of managing a workforce in a clinical environment, from staff shortages to burnout. Our program emphasizes talent management, employee relations, and workforce planning in the context of patient care and safety. We use hands-on workshops and real-world case studies to give you the practical skills needed to effectively recruit, retain, and develop a high-performing team. This course is for leaders who want to move beyond daily operations and build a resilient workforce that can deliver on the mission of their organization.