

This course was very interesting for me. I am in my final year of study but during those five years that I have been studying at the University of Economics, I have rarely had a chance to learn something from the real praxis. We, as students, are usually taught just to memorize a lot of information. There is much “dividing” stuff to study, but only a little information can be really used in my future life.

When there came up an opportunity to get some information about my field of study and from the real experts from praxis, I took it as a great opportunity that my university provides for me and I decided to attend the course. I am studying personnel management because I find interesting to work with people. In the past we also had a course called human resource management which I really liked, so I decided to finish my study with HR. But to be honest, I didn't have a clear idea what human resource management really means in practise. This course helped me to have a general view what I can expect in my future career maybe as an HR professional.

When dealing with the topic **HR strategy, recruitment and selection**, I found the extract, that we were suppose to read before lecture, from the book “Winning” by Jack Welch, very interesting. It was about the advices how to make hiring process effective and right in order to reach company's goals. I found interesting that if I was able to ask only one question at the interview it should be the reason why the candidate left the previous job. All in all, hiring process is very difficult regarding choosing the right sources of people and right ways of selecting the best ones. There was a nice example from Sheraton, where they used a new way of thinking when hiring- “leave your CV at home, bring only your attitude”.

Now I can see the difference between onboarding and orientation. **Onboarding** is a longer process that includes orientation. I was learnt how to make onboarding process successful both from employer and employees side. We were given a lot of information about onboarding process in Slovak Telekom which was very interesting to me.

I understood the link between **performance management** systems to the other people-related processes. There is an annual cycle, also in Dell that by defining the strategies and business roles a company can evaluate an employee's performance during the year or at the end of the year. I will remember the two advices- we should always think about the end when starting doing something, and that not personality but behaviour should be evaluated.

After taking part in the lecture called **training and development** I found interesting how difficult it can be to measure the training at each of the four levels (satisfaction, knowledge, ability to do it well and impact of the training in business) and especially at the fourth level. I will also remember the model of three ways of people's growing and development – “70-20- 10” (experience-relationship-learning).

When dealing with the topic **talent management**, I remember doing an interesting exercise which was based on choosing who the best talent in the company which should be more developed. Is it a leader, a manager, and employee selling products for VIP clients or employee selling more then is expected? I see how difficult it is to choose the “best talent”.

**HR in intercultural context** is an interesting topic. I have learnt that HR managers have to consider both advantages (new way of thinking, motivating employee, improving skills) and disadvantages (losing a good employee, more expenses) when sending an employee for a job rotation abroad. I have also learnt that it is much more difficult to manage “remote teams”.

In today’s world the great brands have a great power. Now I see how the image of the company is important to attract the talents - to become the **employer of choice**. Employer brand has a direct impact on business and company through reducing recruitment costs and increasing the number of potential employees. We were explained why Slovak Telekom won a prize of being the best company of NDK days last year and I found their strategy very interesting and creative.

It is very important for HR people to understand how **exit management** is important. Sometimes it is very difficult to terminate the employee when you need to follow the norms and rules set by the law. We were explained it through Sheraton examples. I find these examples very beneficial for me, because they helped me to have an idea what can really happen and what kind of problems can occur when dealing with exit management in practice. I also remember that it is necessary to ensure that the employee knows the reason why he/she is being terminated. Exit interview is also important when terminating the employees.

Now I see that people are usually afraid of changes in their lives. That is what the topic **change management** was about. A nice example was a story by John Kotter- Our iceberg is melting. People, employees are always afraid of changes and their impact in their lives, but it is a role of HR professionals to make employees understand the necessity of changes in today’s turbulent environment and to take it as an advantage.

The last lecture was really useful for us because we were given a lot of interesting advices and tips what to expect and how to behave after finishing the study. I will remember that after having done the interview with the potential employer/ HR manager I should call them back and thank them for it. This is one of the ways how I can highlight myself from the others.

I am very happy I could take part in this course, I appreciate it and I am sure a lot of information that I got will be very useful for me in the future. Thank you very much! ☺

Diana Junasová