



## Human Resource Management

Human Resources are the most important asset of any postal businesses. The HRM course looks at all aspects of managing such vital resource. Through a variety of lectures, external presentations, group exercises and sharing of best practices, participants will be given a thorough overview on how to manage and develop human resources in response to creating the Employee Engagement as well as leading to Customer Engagement for the future of Postal Business. The Course will be conducted by the APPC Course Director Ms Padmagandha Mishra.

<b>HRM Roles and Concept</b>	<b>Talent Management</b>	<b>Coaching Skills</b>
<b>Personal Development</b>	<b>Leadership</b>	<b>Change Management</b>
<b>Negotiation Skills</b>	<b>Dealing with Conflicts</b>	<b>Best Practices</b>
<b>Internal Communication</b>	<b>Strategic HRM</b>	<b>Reviews</b>



Ms Padmagandha Mishra, who joined APPC in 2019, will be the Course Director for the Human Resource Management Course. With a background in India Post, she has vast experience working in operations as well as in Policy making in the national and international postal sector. Before joining APPC she was working in India Post as Director International Relations and Global Business. She has very good knowledge of UPU, APPU and other multilateral organisations

