

# IN-PERSON TRAINING PROGRAMME ON HUMAN RESOURCES MANAGEMENT IN PT

18-20 April 2023

## Directions to the training venue

### Training Venue:

#### UITP Offices

6 rue Sainte Marie  
1080 Brussels (Belgium)

Metro : Graaf van Vlaanderen / Comte de Flandre (line 1 or 5)



## Directions

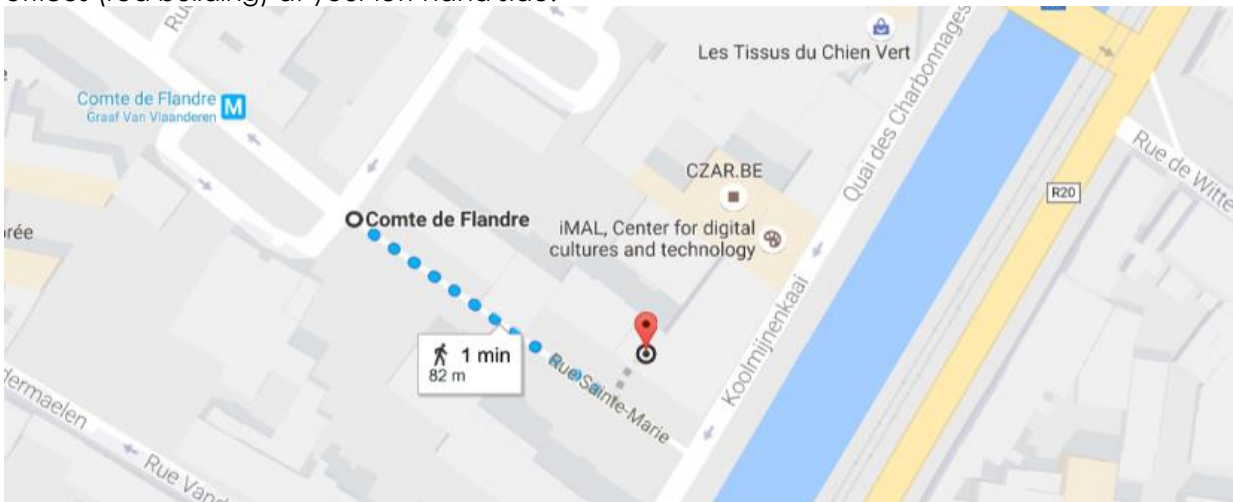
### From Zaventem Airport to the training venue

#### **By train and metro**

Brussels Airport has a train station in the basement of the terminal (level -1). From there you can take a direct train to Brussels Central Station (Bruxelles-Central/Brussel-Centraal). There are 6 trains per hour and the trip will take about 20 minutes. A return train ticket will cost you €18.

More info about time tables etc. can be found on the Belgian Railways [website](https://www.sncb.be) (SNCB/NMBS).

From the Central Station, take metro line 1 (direction Gare de l'Ouest/Weststation) or metro line 5 (direction Erasme/Erasmus) and go out at Comte de Flandre/Graaf van Vlaanderen. When leaving the metro, take the escalator and upstairs *UITP* is indicated on exit signs. Once outside you will see our offices (red building) at your left hand side.



UITP Academy is launching an in-person training programme on Human Resources Management in PT. Starting on 18 April and ending 20 April 2023.

This training programme aims to give an appreciation of the principles of HR, its role within the urban public transport sector and how it can evolve.

### **Learning Objectives:**

- Understand Strategic HRM approaches (SHRM)
- Describe the role and functions of the Personnel/HR Department in Public Transport Organisations
- Demonstrate a thorough understanding of employee resourcing, recruitment & reward
- Describe best practice in working with employees with performance issues
- Understand performance management in a multi-cultural environment
- Understand the role of training & development in public transport

### **Methodology**

- Get inspired by our trainers, understand the main concepts and learn from successful best practice
- Participate in interactive plenary sessions with introductions by course leaders, presentations by trainers and open discussions with participants
- Challenge your practical knowledge on human resources
- Address the topic from an international perspective, enriched by different cultural approaches and points of views
- Participate to practical exercises and case studies
- Benefit from a unique exchange of knowledge and experience between professionals.

### **Target audience**

- Experienced HR professionals and managers eager to learn from latest best practice and trends
- Managers benefit from an understanding of the HR role and function
- Employees eager to understand the critical role of HR in Public Transport and its challenges in the sector
- Staff who joined HR or Personnel Department with no specific HR education or experience

### **Inspiring trainers & guest speakers**

All UITP trainers are top level transport and mobility professionals with extensive experience in public transport and operations from different regions of the world. In addition, UITP invites guest speakers to illustrate specific solutions, practices and case studies.

- 09:00**            **Welcome & Introduction to the course**
- 09:30**            **Session 1A: Evolving HR in urban Public Transport**  
**Joe Kenny, Consultant, Kenstone Consulting, County Wicklow, Ireland**
- The role of HR in PT
  - PT as a major employer
  - Trends in HR within PT Sector
  - Challenges of Recruitment and Retention
  - New working methods – Hybrid and Virtual
- 11:00            Break
- 11:30**            **Session 2A: Changing workforce and customer demographics**  
**Joe Kenny, Consultant, Kenstone Consulting, County Wicklow, Ireland**
- Finalise the situational position
  - Questions and areas of interest for participants
- 13:00            Lunch
- 14:00**            **Session 2B: Case Study**
- 15:00            Break
- 15:30**            **Session 3: Diversity and Inclusion**  
**Joe Kenny, Consultant, Kenstone Consulting, County Wicklow, Ireland**  
**Tamara EELSING, Diversity Manager STIB-MIVB & Chair of Working Group on Diversity and Inclusion, UITP**
- Overview of D&I and why it is important
  - Policies and approaches to D&I
  - Gender specific policies
  - UITP/ITF 9 point recommendations
- 17:30            End of Day 1

- 09:00**            **Session 4A: Employee Planning, Talent Acquisition & Retention**  
**Marta SERRANO, Chief Executive Officer, EMT Valencia**
- Structures appropriate to contract and business model
  - New technology and changing market
  - Recruitment challenges
- 11:00            Break

11:30

**Session 4B: International Case study**

TBD

12:30

Lunch

13:30

**Session 5A: Employer Branding in Public Transport**

TBD

- Employer Branding/ retention and attraction
- Best practice examples

14:30

**Session 5B: Impact of technology - Digitalisation**

TBD

- Learning & Development
- Reskilling
- Predicting future demands

15:30

Break

16:00

**Session 6A: Performance management / Reward**

**Joe Kenny, Consultant, Kenstone Consulting, County Wicklow, Ireland**

- Employee/Labour Relations & Workplace Conflict & Working with performance issues
- Reward schemes – do they work?
- Systematic approach to performance management

17:30

End of Day 2

**Day 3, Thursday 20<sup>th</sup> April 2023**

09:00

**Session 6B: Employee Engagement**

**Joe Kenny, Consultant, Kenstone Consulting, County Wicklow, Ireland**

- Engagement – how can we measure and achieve?

10:30

Break

10:00

**Session 7A: International Case Study**

11:30

**Session 7B: Panel Discussion on Challenges and Solutions**

13:00

End of training programme

*\*UITP reserves the right to make amendments to the programme or any related activity at its discretion*