

# Developing HR Skills For HR Practitioners

for HR Managers, Officers, Executives and Assistants



**23 & 24 September 2014 (9.00 am – 5.00 pm), Sunway Hotel Seberang Jaya**

The role of the HR professional is increasingly challenging with wider responsibilities to ensure the smooth running of any organisation. Every HR professional needs to understand how his/her role impacts on the performance and productivity of the company. This requires comprehensive knowledge of market trends, employment branding, and attraction techniques to ensure the right candidates are recruited. Once the right candidates are employed, the HR professional needs to be able to guide the organisation on how to retain the valuable talent, develop their skills in the organisation performance, and manage them to success. This program provides a structured approach to developing HR credibility for new HR professionals. You will learn all the fundamentals of HR best practices in a supportive environment of your peers, with manageable modules designed to build skills and proficiency.

## Learning Objectives/Outcomes

- ✓ To learn the latest trend and values of HR roles in today's competitive environment
- ✓ To understand the new challenges in managing human capital
- ✓ To learn the proper process of manpower planning
- ✓ To establish KPI as a performance standard & measurement for HR department
- ✓ To draft a complete training cycle for your organization
- ✓ To manage discipline & problematic employees effectively
- ✓ To present HR monthly report systematically to the management

**100% SBL claimable**

**Normal Fee: RM800** per participant

Register by 09 Sep 2014, or Group of 2 or 3 Participants: **10% Discount**

Group of 4 or 5: **15% Discount**

*Certificate of participation will be awarded upon completion of the program*

## Program Outline

### HR Roles In A Competitive Environment, The Latest Trend and Values of HR Roles

- Strategic Partner, HR Consultant, Change Agent

### The New Challenges Of HR Department

- Understanding the business needs
- Human capital
- Hiring and terminating staff
- Re-structuring, merging, downsizing
- Adding value to the HR Services

### Manpower Planning

- Process of Manpower Planning
- Elements in Manpower Planning
- Manpower Planning and Recruitment
- Why Manpower Planning Fails

### Establishing KPI & ROI in HR Functions

- Understanding the importance of KPI
- KPI as a part of performance standard and measurement
- ROI in HR functions
- How to establish KPI using SMART approach

### Employee Selection & Recruitment

- Advertisement channel and method
- Guides in Screening & Selection in Employment
- What to look for in resume?
- Interview Process and Techniques
- Hiring stage and matters pertaining to Employment Act 1955

### Training & Development Functions

- New Hires Orientation & Training
- Criteria of Effective Orientation Program
- What Training is Right For Your Company
- Training Needs Assessment
- A Complete Training Cycle

### Working with Boss/Colleagues

- The Art of getting along with others
- How to sell ideas to your boss
- Be assertive, not aggressive
- Dealing with different personalities

### Personal Image and Work Etiquette

- How others perceive you?
- The professional image
- What is good work etiquette?

### Managing Discipline and Problematic Employee

- What is a misconduct
- Type of misconduct and punishment
- Counseling approach
- Domestic Inquiry and dismissal
- Management by walk and talk

### Preparing A Succession Planning

- Critical needs in competitive environment
- Turnover, downsizing and other impact
- Employees Career Development
- Process of Succession Planning

### HR Monthly Report and Presentation Skills

- Common HR report
- Objective of the report
- Presenting your report to the management
- Conduct effective HR meeting

## The Trainer

**Ms Lee Mee Lin**, who has more than 15 years of experience in training & development, is a corporate trainer for many organizations in Malaysia, Australia, Singapore & Batam. She has lectured with various leading colleges and teaching institutes and her participants include Frontliners, Executives, Engineers, Supervisors, Technicians and Line Leaders from the corporate and private sector. She designs customized courses for her in-house corporate clients who are players in the field of insurance, banking, hospitality, manufacturing, education and service. Ms Lee is currently a section head for an established multinational organization where she worked closely with all departments and all level of employees to ensure best quality product achieved to customers and all employees are fully trained efficiently. She holds a MBA from University Portsmouth, UK and is a Certified Trainer from IPD, UK. She is also a Certified Safety & Health Officer from NIOSH, certified in IPC 610D from Australia and a Certified Trainer from HRDC. Her training expertise includes Leadership Skills, Teambuilding, Motivation, Supervisory Program, Interviewing Skills, Presentation Skills, Communication Skills, ESD, 7 QC Tools, Technical Report Writing and Safety & Health Program among others. She presents her courses based on her many years of first-hand training experience with staff at various levels and conducts her courses in both Bahasa Malaysia and English with ease. Her natural leadership style coupled with her experiences in multinational companies makes her especially valuable as a resourceful person for human resource development in the manufacturing sector. Her program involved interactive learning and related games and exercises which made learning more fun.

For Registration Form, Contact Miss Ng or download from [www.XcelLearn.com](http://www.XcelLearn.com)

Customised In-house training also available.

**04 – 643 4016**

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**“Excel in Learning for Superb People and Organisation Performance”**

Reply To: **XcelLearn Resources**

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Sunway Hotel Seberang Jaya

### REGISTRATION FORM

	Name of Participant(s)	I/C No	Designation	Vegetarian(✓)
1.				
2.				
3.				
4.				
5.				

Company Name \_\_\_\_\_

Company Address \_\_\_\_\_  
\_\_\_\_\_

Contact Person \_\_\_\_\_

Designation \_\_\_\_\_

Tel \_\_\_\_\_

Fax \_\_\_\_\_

Email \_\_\_\_\_

Nature of Business \_\_\_\_\_

Enclosed is the Cheque (No: \_\_\_\_\_) of RM \_\_\_\_\_, crossed and made payable to **XcelLearn Resources (Public Bank Bhd A/C No: 3-1348468-09)**.

Do you need us to assist you on the booking of hotel accommodation? Yes  No

If yes, please specify:

Check-in Date \_\_\_\_\_

Check-Out Date \_\_\_\_\_

\* The hotel accommodation is subject to availability. Please re-confirm with the coordinator before the training and make payment directly to the hotel on the training day.

### Terms & Conditions

1. The above registration fee is 100% claimable under SBL scheme. Please apply to PSMB for approval before the commencement of the program.
2. The fee is inclusive of training materials and meals (2 Tea Breaks and 1 Lunch) at the hotel.
3. If notice of withdrawal is given in writing before the confirmation of your registration, no fee is charged. No cancellation is allowed once confirmation letter is forwarded to you. If the registered participant is unable to attend, a substitute is allowed. No refund if participant does not turn up or being substituted on the training day.
4. Cheque should be crossed & made payable to **XcelLearn Resources 1 WEEK BEFORE** training.
5. **XcelLearn Resources** has the right to change the dates, time, venue, trainer or cancel the training scheduled due to circumstances beyond its control.

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