

# 2 – DAY

## HR FOR NON-HR PRACTITIONER

### CONTACT

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### INTRODUCTION

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Any manager with responsibility for recruiting and managing staff requires an understanding of the basics of HR best practice in order to get the best out of their team to avoid employment legislation pitfalls. This course provides practical knowledge and tools to enable managers to tackle basic HR issues themselves.

### METHODOLOGY

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The trainer uses up-to-date training techniques and a variety of training methods to give all participants the best opportunities for learning, including:

- Class Session
- Discussions
- Simulation exercises
- Case studies and Problem-Solving Exercises
- Role Plays
- Templates and tools

### COURSE OBJECTIVES

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By the end of this course, you will be able to:

- Understand the importance of Human Resource Management to the organisation
- Appreciate the key functions associated with Human Resource Management
- Conduct a successful interview
- Identify training needs, plan and carry out training and development for the department
- Conduct professional performance evaluation and draw up Performance Improvement Plans (PIPs)
- Handling disciplinary matters and procedures
- Conduct a professional counselling and coaching session
- Improve employee relations and ethics in management

### WHO SHOULD ATTEND?

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- Team Leaders and Project Leaders
- Senior and Middle Level Managers in Finance, Production, Operations and Marketing functions
- Managers who play multiple roles including HR but do not have formal HR orientation

# PROGRAM OUTLINES

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## MODULE 1: HUMAN RESOURCE MANAGEMENT AND THE ORGANISATION

- Basic Definition
- Key Assumptions
- Importance of HR Management for HODs
  - What policies and SOPs can HOD set?
  - How to influence HR policies
  - Role of Line Managers in HRM

## MODULE 2: HUMAN RESOURCE PLANNING

- What is Human Resource Planning
- Organising the Department
- Allocating Jobs and Responsibilities
  - Organising the reporting structure
  - Manpower planning
  - Succession planning

## MODULE 3: RECRUITMENT AND SELECTION

- Organising Job Descriptions and Job Specifications
  - Content of job descriptions
  - Balancing up the job descriptions
  - Deciding and drafting job specifications
- Job Interviewing Skills
  - Types of interview questions
  - Conducting the interview
  - Evaluating responses
  - Reference Checks and Making an Offer

## MODULE 4: JOB TRAINING AND DEVELOPING EMPLOYEE POTENTIAL

- What is Training?
- Knowledge, Skills and Abilities
- Training and Development Perspectives
- The Training Cycle
- Identifying Training and Development Needs (TNA)
- Drawing up Training Programs
- Initiating and Managing Transfers and Promotions
- Multi-tasking
- Career Planning and Development

## MODULE 5: EMPLOYEE PERFORMANCE EVALUATION AND PERFORMANCE MANAGEMENT

- Why Have Performance Appraisals?
- The Appraisal Process
- Setting Performance Standards
- Evaluating Performance
- Drawing Up Performance Improvement Plans (PIPs)
- Action for Non-performance or Poor Performance

## MODULE 6: COACHING, MENTORING AND COUNSELLING SESSION

- Who Should Counsel?
- Difference Between Advice and Counselling
- Required Skills for Coaching and Counselling
- How to Coach and Counsel?

## MODULE 7: IMPROVING EMPLOYEE RELATIONS AND ETHICS IN MANAGEMENT

- What do Employees Want?
- Personal Leadership Styles for the New Generation
- Why Employees Leave?
- Ethics in Management