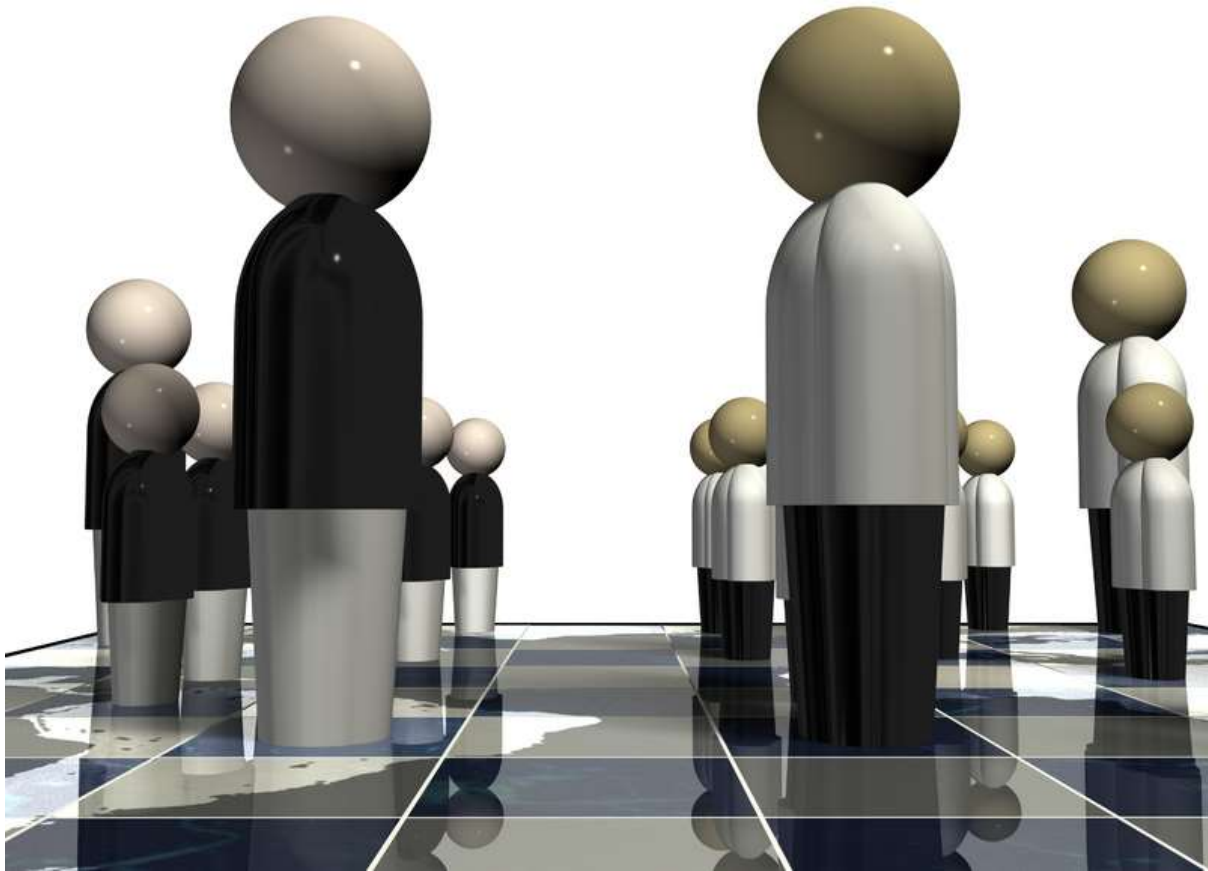


## **HR 004: Strategic Human Resource Management for SMEs**

***[2-Day Program]***



### **Overview**

Human Resources play a key role in helping companies meet the challenges of global competition. Strategic objectives to lower costs, improve productivity and increase organizational effectiveness are changing the way every part of the organization, including the Human resource department, does business.

This course has been developed to promote an understanding and describe the features and purposes of Human Resource management. It outlines defences against discrimination allegations and explains how to design and develop a HR system that supports the company's strategic goals. Tools for managing career such as job analysis information and the methods of conducting a job analysis are taught in this workshop. The speaker will explore issues, policies, and problems related to fair treatment, discipline and termination of employees, outlines some of the HR problems and issues involved with businesses. Participants will be equipped with appropriate knowledge, skills and techniques to perform HR functions and responsibilities in organization after the workshop.

## **Learning Outcomes**

Upon completion of programme, participants will be able to:

- Comprehend the broader perspective of Human Resource Management and how it is aligned to the organisation's vision and values.
- Learn and apply the required skills and knowledge to perform key HR functions, and adopt Best Practices of HR Management
- Develop training needs analysis including the costs and the return of investment of each training programs, succession planning and competitive reward system to retain talented workforce
- Understand employment issues and how to deal with them
- Discover the common appraisal structure, roles and responsibilities in appraisal process and factors/elements of KPI
- Develop grievance procedure
- Learn different types of indiscipline and how to manage employee relations effectively
- Grasp fundamental understanding of the Employment Act 1955, the various amendments and related regulations, and problems arising from the implementation of the Act

## **Who Must Attend.**

This program is designed for executives involved in the 'War for Talents' and this includes

- Line managers
- HR executives
- Finance managers, accountants or non HR professional who are responsible for HR activities
- Other managers and professionals who are interested to understand about HR functions

## Course Detail

### Day 1:

#### **Module 1: PRINCIPLES & PRACTICE OF HUMAN RESOURCE MANAGEMENT**

- The Context of HR Management
  - Definition of HRM
  - HRM Roles, Functions & Activities In The Organization
  - The HRM Practices
  - Evaluating & Controlling HR Unit
  
- Managing Human Resource
  - The Essential Skills
  - The Strategic Approach
  - The Changing Environment of HR Management
  - The HR Changing Role
  - HR Diversity & Globalisation

#### **Module 2: HR PLANNING, RECRUITMENT AND SELECTION**

- Employment In An Organisation
  - The Labour Market & Forecast
  - The Nature Of Job Analysis
  - Developing Job Description & Specification
  - Hiring Alternatives
  
- HR Planning & Recruitment
  - Supply & Demand Of Labour
  - The HR Planning Process
  - Recruitment Process & Sources
  
- Interview and Selection
  - Important Of Assessment
  - The Assessment Methods
  - Types Of Interviews
  - Developing The Interview Questions
  - Selection Process
  - Job Offer & Induction Program

#### **Module 3: TRAINING AND DEVELOPMENT**

- Introduction to Training & Development
  - Organisational Development
  - Nature of Change, Development, Learning & Growth
  - Process On “Training & Development”
  - Career Development
  - Training Myths
  
- The Need For Training
  - Training Objectives, Benefits & Types Of Training
  - Identifying And Assessing Training Needs & Priorities
  - The Learning Curve / Learning Style
  - Types Of Training Programmes & Methodologies

- Training Needs Analysis & Model Design
- Training Administration
  - The Cost & Benefit Analysis
  - The Training Administration & The Delivery
  - The Quality Control Policy In Providing Training : Train The Trainer, Certified Trainer
  - Evaluating Training Programmes
- The Government Intervention On Human Capital Development
  - Human Resource Development Fund (PSMB)
  - The Training Grant & Others

#### **Module 4: PERFORMANCE APPRAISALS**

- Understanding Performance Management
  - Objectives Of Employee Performance Management
  - Comparing Performance Appraisal & Performance Management
- Performance Appraisal
  - Objectives Of Performance Appraisal
  - Types of Appraisal Reviews
  - Methods of Appraising Employees, Format and Salary Reviews
  - Dealing with Rating Scale
  - Appraising Performance : Problems & Solutions
  - The Appraisal Interview
- KPI, Competency & Job Evaluation
  - KRA, KPI – The Criteria & How To Measure
  - Define Work Competencies & Productivity
  - Job Evaluation Methods, Advantages & Implementation

## Day 2:

### **Module 5: SALARY, EMPLOYEE BENEFITS & FINANCIAL INCENTIVES**

- Pay For Performance And Financial Incentives
  - Establishing Pay rates
  - Money & Motivation
  - Individual Employee Incentives & Recognition
  - The Relationship Between Business Strategy & Compensation Systems
  - Types Of Compensation & Concept Of Equity
  - Salary Survey, Structure & Payroll System
  - Salary, Wages, Allowances & Overtime
  
- Establishing Strategic Pay Plans
  - Employee Benefits & Incentives
  - Incentives For Managers & Executives

### **Module 6: GRIEVANCES, DISCIPLINE & TERMINATION**

- The Source of Grievances
  - Grievance Procedure
  - Guidelines For Handling Grievances
  - Importance of Discipline
  - Major & Minor Misconduct
  - Steps In Disciplinary Action
  - Proceedings In A Domestic Enquiry
  - Employee Discipline & Privacy
  - Resignations & Dismissals

### **Module 7: MALAYSIA LAOUR LAW (Employment Act 1955)**

- Profile & Terminologies
  - The Aims, Parts & Sections Gazetted
  - Terminologies & Interpretation
  - Contact of Service vs Contact For Service
  
- Analysis Of The Act
  - The Employment Conditions
  - Workmen Compensation
  - Protection For Women
  
- Administration Functions
  - Duty To Keep Registers
  - Inspections
  - Offences & Penalties
  - The Labour Court, Roles & Jurisdiction

## **Methodology**

- Presentation
- Case studies with group feedback
- Interactive group discussion
- Workshops & learning examples
- Q&A sessions

## **Course Leader**

### **MS WENDY TEE**

Wendy Tee Leap Sing has over twelve years of experience in senior management and human resources positions for diversified industrial and business environments. Graduated with a Master of Business Administration (UM), Master of Information Technology (UM), Certified Financial Planner (CFP), Certified Business coach (UM), Registered Financial Planner (RFP), Certified Trainer (PSMB) and Certified Advance Human Resource Practitioner (MIHRM), she has undergone intensive academic training in various human development and knowledge improvement.

As a trainer, speaker and consultant, Wendy had spent hundreds of hours in training, speaking and conducting training related to personal development and performance management. Her training sessions are enhanced with trainees getting exposure to personal development, improved service productivity and performance. She commits herself towards creating results in personal excellence and inspiring people to their best at whatever they do. Her vast experience and exposure in different industries has given her an in depth understanding in training and development needs which she delivers with passion, performance, positive, integrity and energetic .

Wendy is actively involved in HR consultancy, management training and research. Her latest responsibility involves the business coaching, business training, management consultancy, management and lecturing of Master of Business Administration (CEMBA) programs for Wawasan Open University. She has experience managing training programs in local universities, in house training and public seminar training. Her expertise include designing training needs assessment, developing training materials, monitoring and tracking of training programs successfulness and implementing training evaluation. Having been trained as a qualified trainer, she has extensive skill and knowledge operations effectiveness, fitness analysis, gap analysis and needs assessments. For the past ten years she has been involved in lecturing and training in Financial Accounting and Reporting Skills, Personal Financial Planning, Corporate Financial Management, Practical Budgeting & Cost Reduction Technique, Mastering Company Accounts for Financial Statement Analysis, Balance Scorecard linked with Performance Management, Training Need and Analysis, Payroll Administration Techniques and Setting Departmental Key Performance Indicators ( KPIs).

Wendy is also a Human Resource consultant and certified trainer now appointed from Pembangunan Sumber Manuasia Berhad (PSMB), National Human Resources Centre (NHRC) and Malaysian Institute of Human Resource Management (MIHRM), providing comprehensive and independent Human Resource advisory to clients. In addition to consulting with and servicing clients, she is responsible for HR training, coaching & advisory for the company. In the area of Human Resource Management, Wendy focuses on Strategic Talent Management, Training and Development Management, Performance Management, Payroll Management and Setting Departmental & Inter Departmental Key performance Indicators (KPIs). Participants in her programs have come from various organization such as Chua Song Seng Group,

CS Yap Metalparts Industrial, The Faceshop, Family store (Melaka), Far East Corrugated Carton Industrial, Piau Kee Live and Frozen Seafoods, Linexcom IT, LMM Marketing, Lott Inspection, Vedel IT Service, Aztel Corporation, Kuroda Electric, Persduri Sdn Bhd, Evershine Stainless Steel, Quality Results, ARL Equestrian, ARL Global, See Song & Sons, Godell Parking ( KL).

Wendy is now a Human Resource consultant with Academic Management & Training Services, providing comprehensive and independent Human Resource advisory to clients. She is also pursuing her Doctor of Business Administration (DBA) from Universiti Utara Malaysia (UUM).

## **Course Fee**

### ***Request For Quotation For In-House Programme***

#### **Certificate**

Upon successful completion of this program, you will receive a Certificate of Attendance.

Certificates are distributed on the final day of the program.

#### **Payment mode:**

Please make payment to:

**IKLIM PRIMA SDN BHD**  
**Company Registration No: 1021120-M**  
**BANK: MAYBANK**  
**BANK ACCOUNT NO: 5124 8244 0204**

#### **1. BANK IN CHEQUE**

Bank in and then scan the Bank-in slip and email to us before the course commence to confirm your seat.

OR Courier your cheque payment to our Finance HQ.

\*Note that we DO NOT take any payments during the event.

**3. BANK IN CASH:** You can also pay by cash through bank-in our company bank account.

**4. Interbank Transfer-** You can also opt to use GIRO transfer.