

# HR Tools for Non-HR Personnel

“Learn the essential HRM skills to smoothen your role while managing your department effectively”

## Objectives

At the end of the programme participants are able to:

- Write effective job & person descriptions so as to identify clearly the differentiating job functions among employees and the required competencies
- Set interview questions appropriate to the job to enable better selection of candidates
- Use a simple method to identify specific training needs
- Handle operational problems in administering legal benefits and other terms of employment without infringing the Employment Act 1955
- Handle minor misconduct through knowing when and how to issue warnings
- Manage subordinate performance to ensure employees achieve KPIs and evaluate employee performance fairly for better acceptance
- Carry out an effective counseling session for better performance management and better discipline

## Learning Process

All topics are presented in an easy-to-understand manner. Discussions and questions are encouraged.

There is experiential learning through writing of job descriptions and job specifications; preparing questions for interviews and grading answers; doing a simple TNA; grading performance evaluation and doing performance management.

Participants will also participate in a role play to experience how to counsel professionally and conduct interviews. Actual work situations are encouraged to be brought to the workshop.

Case studies on handling misconduct are presented and discussed where participants are expected to share their experience to solve problems and look at situations holistically.

Other group discussions are on managing employees and their problems, how to administer the operational rights and benefits particularly under the Employment Act 1955.

There are handout samples of job description and job specification, job interview questions, warning letters.

## Who Should Attend

Newly appointed managers, Non-HR executives, Team Leader, Supervisors in the organization keen in developing their HRM skills.

## Program Outline

Module 1  
Understanding your role in HRM

Module 2  
Writing effective job descriptions and identifying employee competencies

Module 3  
Interviewing skills – Understand the selection process, setting good questions, methods of conducting the interview and selection of the right candidate

Module 4  
Training and development needs (TNA) – Structured methods to identify your departmental training needs

Module 5  
Handling operational problems such as annual, sick and maternity leave; OT on public holiday and rest days; limit of OT hours per day and per month & absenteeism

Module 6  
Handling minor misconduct by delivering cautions, verbal warnings and writing warning letters

Module 7  
Conducting the performance appraisal and managing employee performance

Module 8  
Effective counseling for indiscipline and poor performance

## The Expert Profile Cyril Pagadala

**Cyril Pagadala** has vast real work experience, in local and multinational companies, of more than 18 years in the field of Human Resources Management, Administration and Operations in various industries: banking, manufacturing, hospitality, tourism, and publications. He last held the position of Director of Administration and Human Resources. He is now a lecturer and corporate trainer.

He has a BA (English) and MA (Human Resource Management). In his work experience he has gone through the whole gamut of HRM including: setting up the HR Department A-Z with appropriate systems, designing policies and procedures, handling misconduct, taking disciplinary action, conducting the domestic inquiry, handling grievances, carrying out negotiations with trade unions and collective agreements, administration of the Employment Act 1955 and Regulations, Company Policies, etc; at all levels

Cyril Pagadala is a PSMB Certified Trainer for Corporate Programmes (PSMB/ TTT 0217) and a PSMB Approved Trainer in English and Business Communication for the PSMB Graduate Training Scheme; He trains and facilitates programmes in Human Resource Management, Employment Laws, Managerial Skills, Customer Relations, Soft Skills, English and Business Communication.



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## Workshop

\* Fees includes workshop materials, refreshment, lunch and certificate of attendance but excludes Bank charges & VAT per payment

Session	Date	Venue	Normal Fees	Early Bird Deadline
	<input type="checkbox"/> 11th-12th October 2010	The Legend Hotel, Kuala Lumpur, Malaysia	RM 1490	10th September 2010
Discount	Early Bird Registration <input type="checkbox"/> 5%			
	Group Registration <input type="checkbox"/> 3 or more at 5% off	<input type="checkbox"/> 5 or more at 7% off	<input type="checkbox"/> 8 or more at 7% off	

## Schedule

08:30 Registration  
09:00 Workshop Begins  
10:30 Coffee & Networking  
10:45 Workshop Resumes  
13:00 Networking Luncheon  
14:00 Workshop Resumes  
15:30 Coffee & Networking  
15:45 Workshop Resumes  
17:00 Workshop Ends

## Organization Details

Organization Name \_\_\_\_\_

Address \_\_\_\_\_

Tel \_\_\_\_\_ Fax \_\_\_\_\_

## Participant Details

Name	Job Title	Email	Direct Line
1.			
2.			
3.			

## The invoice should be directed to

Name \_\_\_\_\_ Job Title \_\_\_\_\_

Email \_\_\_\_\_ Direct Line \_\_\_\_\_

## Authorising Manager's Details

Name \_\_\_\_\_ Job Title \_\_\_\_\_

Email \_\_\_\_\_ Direct Line \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

\*The booking is invalid without a signature.

After complete this form,  
please fax it to (603) 40235716

**CANCELLATION & SUBSTITUTIONS:** This registration may only be cancelled in writing not later than two weeks before the workshop begins. The booking may not be cancelled nor any fees refunded thereafter. A substitute may be named at any time before the workshop begins.

**HOTEL ACCOMMODATION:** Accommodation is not included in the workshop fees. Room Reservation can be made by delegates directly with the hotel. To enjoy privileged room rates, please contact the Hotel directly and state that you're attending an event organised by GIN (Global Intelligence Network).

The Legend Hotel, Kuala Lumpur  
Tel: (603) 4042 9888  
The Summit Hotel, Subang Jaya  
Tel: (603) 8023 3000

**NOTE:** It may be necessary for reasons beyond control, to change the content and timing of the event, speaker(s) or venue. Every effort will be made to inform the participant of the change. Global Intelligence Network should not hold liable for any cost arising from this change.

**PAYMENTS:** An invoice will be sent upon receipt of your registration. Please note that full payment must be received prior to the event in order to be eligible for attending. Walk-in delegates with payment will be admitted on a space available basis. Payment may be made via cross cheque / bank draft / electronic transfer, made in favour of:

Global Intelligence Network (M) Sdn Bhd  
268-2-1, Wisma Mutiara Genting,  
Jalan Ayer Jerneh Off Jalan Genting Kelang,  
53300 Setapak, Kuala Lumpur,  
Malaysia.

Details for Telegraphic Transfer:  
Bank: RHB Bank  
Branch: Setapak, Kuala Lumpur  
A/C No: 26405800003737  
Swift Code: RHBBMYKL

For electronic transfer, Please email / fax your transaction slip to us as proof of payment.

