



Essential Human Resource Management Skills

INTRODUCTION

Human Resources Management (HRM) is the art of balancing the aspirations of the employees with the objectives and goals of the organization that they are working in. HRM needs to find that equilibrium between Human needs and organizational needs. As the organization seeks to meet its business objectives it must ensure that it has a continuous and integrated process for recruiting, training and development, managing and compensating employees appropriately. HRM is a people-oriented activity and is concerned with the staffing objectives in an organization; to have the right people doing the right job at the right time with the right cost.

To remain relevant and compete effectively an organization needs to recruit and retain the best talents by continuously improving their human capital management. Those in-charge of the HR Department play the important role of ensuring employees are motivated and committed to maximize performance throughout the organization.

LEARNING OUTCOME:

This program will enable participants to understand the working mechanisms of HRM in an organization. It will also show the importance of a HR Person in their respective roles while performing their responsibilities in line with meeting the organizations strategic goals.

KEY CONTENTS

Module 1:

An Overview of Human Resource Management

- What human resource management is and how it relates to the management process.
- Look at important trends influencing human resource management.
- List at least four important human resource manager competencies

Module 2:

People Resource Planning

- Understand the main techniques used in people resource planning and forecasting.
- Rationale for the need for effective recruiting.
- Main internal and external sources of candidates.
- Importance of recruiting a more diverse workforce

Module 3:

Recruitment, Selection and On Boarding

- The importance of testing and selecting employees
- Understand the meaning of reliability and validity.
- Categories of selection tests and examples.
- Four ways to improve an employer's background checking process.

Module 4:

Interviewing Candidates

- The main types of selection interviews.
- Avoiding errors that can undermine an interview's usefulness.
- Understand how to design and conduct effective selection interviews

Module 5:

Developing People

- Understand the purpose and process of employee orientation.
- Designing an onboarding program to improve employee engagement.
- Understand the steps in the training process.
- Learn to use five training techniques.
- Learn the four management development methods
- Understand the importance of the steps in leading organizational change.

Module 6:

Compensation and Benefits

- Introduction – Compensation and Benefits
- Understanding Wages & Salaries, Benefits & Services
- Compensation Management – Goal and Objectives
- The Three (3) Theories to Compensation Management
- Compensation Program
- Determining What and How to Pay
- Senior Executive Pay

Module 7:

Managing Performance

- Describe the performance appraisal process.
- Define the pros and cons of at least eight performance appraisal methods.
- Give examples of potential appraisal problems and how to deal with them.
- List steps to take in the appraisal interview.
- Explain key points in how to use the appraisal interview to boost employee engagement.
- Explain how you would take a performance management approach to appraisal

Module 8:

Managing Termination and Dismissal

- Determine an effective approach in taking disciplinary actions
- Understand the problems relating to employment
- Know how to handle grievances
- Know how to conduct Domestic Inquiry
- Know carry out investigations and generate reports
- Understand the importance of documentation in HRM

Module 9:

Safety, Health and Risk Management

- OSHA
- Accidents at work place - financial implications
- Causes of accidents and health issues
- Ensuring safe work environment
- Safety Committee & Programs
- Security Management
- Handling harassment
- Health Programs

Module 10:

Industrial Relations and Trade Unions

- What is Industrial Relations
- The Role of the Ministry in Industrial Relations
- Understanding Trade Unions and Role of Trade Unions
- The Need and Formation of Trade Unions
- Different types of Unions
- Understanding the Collective Bargaining Process
- Different Forms of Industrial Action
- Settlement of Industrial Disputes

Module 11:

Malaysian Employment Act 1955

- Understand the main terms and conditions in an employment contract
- Learn the difference between contract of service and contract for service
- Understand the term wages, hours of work and what are the deductions permitted from wages
- Learn the basic employment laws on rest day and public holidays, paid leave, hospitalisation and medical, maternity leave etc.
- What is Employee Misconduct
- What is Termination and Dismissal

AUDIENCE

HR Managers, Assistant Managers, Executives, Assistants, HR Practitioners, Fresh Graduates and those who understand the need to know more about critical HR issues.

METHODOLOGY

Self-Paced e-Learning (Online TALENT LMS) - Audio, video, reading material, YouTube video and worksheet

