



Recruit, Hire, Onboard: HR Strategies for Attracting & Acquiring Talents

Trainer: Steven Chin Tuck Piew

Date: 17-18 August 2023 (Thursday-Friday)

Time: 9AM – 5PM

Venue: Ming Garden Hotel, Kota Kinabalu

OBJECTIVES

Upon completion of this program, participants should be able to:

- Recognize why and how companies benefit from recruiting talent.
- Identify employer branding and how this can be used to recruit talent.
- Summarize techniques for aligning recruitment to job requirements.
- Summarize why retention matters in any economy.
- Retaining Your Talent Pool - Methods for preventing high turnover rates. Ways for maintaining a competitive hiring advantage.
- Recognize why training your team encourages loyalty.
- Describe managing employment attrition in high performing teams. Identify ways to survive a talent crunch.
- Demonstrate mastery of lesson content at levels of 70% or higher

WHO SHOULD ATTEND

This course is specially design for Human Resource Managers, Senior Managers, Managers, Heads of Departments, Human Resource Support Staff or anyone who has human resource functional roles and responsibilities

COURSE OUTLINE

Module 1: The Relationship Between Competencies and Recruitment the Process

- Introductions, programme objectives and ways of working
- The key elements, competencies and person specification
- Interviewing techniques and asking the right questions
- Interview process and practice session 1, Competency based interviews and practice session 2
- The increasing use of Emotional Intelligence in the Recruitment process - Daniel Goleman's model
- Additional insights into personality profiling including case study
- Recruitment and selection - relationship with the development process
- The latest techniques in advertising for vacancies. The use of the internet and social media techniques - syndicate exercise
- How to short list, avoiding bias and lots of hard work
- Examination of an assessment centre approach - training of the assessors

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Module 2: What Attracts Talent & What Pushes Talent Away?

- A Leader's impact on retention -Strong leadership attract great talent, it keeps that talent on the team and engaged!
- Why people join organizations, as well as why they leave, and provides key steps a leader have a direct impact on recruitment & retention.
- Onboarding that gets results - a step-by-step approach to building an onboarding process that increases engagement and retention while having a direct impact on overall productivity!
- Organizational culture - This lesson provides three specific pieces addressing the overall importance of organizational culture, the foundation for strengthening that culture, and a process for defining the values that make the culture thrive.

METHODOLOGY

The methodology used includes a combination of:

Interactive lectures: 40%

Group discussion, activities, exercises, presentations, video reviews, and role-play: 60%.

TRAINER PROFILE

Steven Chin Tuck Piew

MR Chin or known as Steven is currently the Human Capital Director of ICG Healthcare Group. He has over 14 years in the healthcare services serving 2 years as Head of Hospital Operations and Services at Daehan Rehabilitation Hospital (Putrajaya) and 12 years as Human Resources Administrator at Gleneagles Hospital, Kuala Lumpur. He has also been in industries ranging from manufacturing, retailing, education and banking. He held positions of General Manager – HR and Training at Royal Sporting House and Hexagon Holdings Group from 2000 to 2007. He was also the Training Director for Royal Sporting House consulting and training division from 1994 to 2000.

He has written articles on retailing and his work on customer service was published in the Management Times in 1996. He has also written HR related articles which were published in HR Matters journal and also in the British Malaysian Chamber of Commerce (BMCC). When under the employment of Royal Sporting House, Steven and his team initiated the first Service Excellence award for the Malaysian Retail Industry in 1996 in an attempt to boost the service standards into this sector.

Steven has conducted Employment Act, Human Resources Management, Leadership and Management courses to companies from all sectors and some of these companies include the IBM Software Division, Lion Group, PJVM, Melium Boutique, TexChem Group, Caltex Oil Malaysia, Levis, Kian Joo Can Factory Sdn. Bhd, Union Sangyo Sdn. Bhd., Ethospace Design Sdn. Bhd., FAMA, Inti College, Intel, Minolta Marketing (M) Sdn. Bhd., Maersk Sealand (M) Sdn. Bhd., Orlando, Pantai Hospital-Penang and Gleneagles Brunei.

In 1997, he was invited by the Malaysian Retail Association to speak in the Asian Retail Convention held at Adelaide, Australia. In 1998 and 1999, he was also invited by the Singapore Retailers Association to speak on the topics relating the Human Resources Management.

Besides speaking in conferences, he also provides lectures to MBA students on Human Resources Management, Performance Management, Leadership and Business Ethics at Taylors University, Lakeside Campus, Petaling Jaya. Currently, Steven is the adjunct Professor of Management at Saito University College where he provides part time lectures on Employment Act, Industrial Relations & Trade Unions, Finance & Banking and Strategic Management.

He graduated from the University of Texas, Austin and also holds an MBA degree. He has also attended professional courses in the University of California, Berkeley. He is a Certified Trainer on Talent Q, Supervisory and Managerial Grid, DISC and 7 Habits of Effective People. As a Certified Trainer of Pembangunan Sumber Manusia (PSMB), all programs conducted by him are claimable by the organization registered with PSMB.