

# CRITICAL HRM SKILLS FOR NON-HR MANAGERS

**DATE:** 11-12 May / 19-20 September 2023  
17-18 January 2024

**FEE:** RM1,100

**DURATION:** 2 Days

**HRD CORP SCHEME:**  
HRD Corp Claimable Courses

## PROGRAM OVERVIEW

Today, it is imperative for all Managers, albeit those involve directly with Human Resource matters and those indirectly involved, through their roles as superiors, to be aware of all aspects of human resource management and the relevant employment laws.

Managing Human Resources is no longer a simple task. Today, employer-employees relationship has become complex, governed by various legislations which need to be understood and which employers must conduct their employee's relationship within the parameters. Therefore, it is crucial that anyone involved in Employees Supervision and Management, to be aware of the fundamental knowledge of HRM and interpretations of the Labour Laws.

This programme is customized to cultivate the necessary human resource management skills for both HR and non-HR professionals, and to be able to apply them to your workplace immediately.

## LEARNING OUTCOMES

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

- Understand the role and functions of HRM in an organization
- Have awareness of the relevant Employment Act requirements in managing subordinates
- Understand the permitted disciplinary actions and procedures
- Know how to design interview questions and conduct interview to get the right match
- Managing Probationer and employee's performance objectively
- Protect your Organization interest and Employee's morale

## METHODOLOGY

- Interactive Presentation
- Industrial Court Case Studies and Analysis
- Practical exercises
- Quizzes
- Questions and Answers

## WHO SHOULD ATTEND

- Mid/Senior Level Manager
- First Level Manager

## FACILITATOR

### Serene Yap

Serene is a Human Resource Trainer and Consultant who has been enthusiastically involved in all aspects of human capital development and management for more than 20 years. Her industry exposure includes property development and management, retail, hospitality, manufacturing, oil and gas, construction sector and consultancy services. Serene's greatest passion is sharing her knowledge and insights to maintaining and increasing the professionalism and competencies of an Organization's Human Assets and to the HR Community. Over the years, Serene has developed and conducted many programs, some of which include Employment Act, Industrial Relations and Domestic Inquiry, Employment Laws etc.



## PROGRAM CONTENT

### Module 1

Evolution of Human Resource Management

- The Evolution of Human Resource Management
- Modern HRM Functions and Roles

### Module 2

Recruitment and Selection

- Recruitment and Selection Framework
- Interviewing Framework
- The Interviewing Skills to get the Right Fit
- Developing Behavioral-based Interviewing Questions for the right match
- Job Description and Job Specification

### Module 3

Employment

- Contract of Service Vs Contract for Service
  - Employee Vs Independent Contractor
- Employer's Prerogative
- Rights of Employer in Hiring
- Rights of Employer to Transfer an Employee
- Employer's Obligations
- Employee's Obligations

### Module 4

Employee's Development and Performance Management

- Importance of proper Induction and Orientation
- Talent Health Checks
- Performance Management and Appraisals
- Identifying high performance KRA & KPI with your subordinates
- Handling and Managing Probationer
- Managing Poor Performance and Inefficiency
- Handling and Improving Employee's Performance
- Performance Improvement Plan

### Module 5

Applications of the Employment Laws

- Employee under the Scope of the Employment Act 1955
- Workman under the Scope of the Industrial Relations Act 1967
- Jurisdiction of Jabatan Tenaga Kerja
- Jurisdiction of Jabatan Perhubungan Perusahaan
- Minimum Retirement Age Act 2012
- Employer's Responsibilities
  - Minimum Wage Order
  - EPF (KWSP) Savings
  - SOCSO Schemes
  - EIS (SIP) benefits

### Module 6

Permitted Disciplinary Procedures

- Identifying and Analyzing Misconduct
- Permitted Disciplinary Actions and Procedures
- Due Inquiry as per Section 14 of Employment Act 1955
- Managing Tardiness
  - Normal Working Hours
  - Late-coming
  - Flexible Work Arrangement
- Managing Absenteeism
  - Annual leave
  - Sick leave
  - Emergency leave
  - No Pay leave
- Breach of Contract and Termination of Contract
  - Self-termination / Abandonment of Employment
  - Section 15(2) of the Employment Act 1955

### Module 7

Employment Trade Dispute

- Constructive Dismissal
- Wrongful Dismissal
- JTK - Labour Court
- JPP - Industrial Court

## PROGRAM SCHEDULE

### Day 1

9:00am - 10:30am	:	Module 1
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 2
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 3
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 4
		<b>End of the day</b>



**Day 2**

9:00am - 10:30am	:	Module 5
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 6
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 6 ( <i>Continue</i> )
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 7
		<b>End of the day</b>