



HR for Non-HR Executives and Managers

and Managers

Date: 22nd – 23rd July 2009

Venue: ATCEN Learning Center, Damansara Perdana, P.J

Organized By: **ATCEN**™ ACADEMY

Workshop Description

“It’s people not buildings...that make a company successful.”

When you reflect for a moment on Stephen Robbins’ statement, it is important to note that achieving organizational goals cannot be done without human resources. What is Microsoft without its employees? It’s people – not buildings the equipment or brand names – that really make a company.

This point is one that many of us take for granted. HR can no longer be relegated to play a subservient role in an organization’s mission. It is only when you get bad customer service do you recognize the important role that employees play in making organizations work. But how did these people come to be employees in the organization? How do they come to be selected, how does management know if the employees are performing adequately? And if they are not, what can be done about it?

This 2-day workshop hopes to address the strategic role HRM and how other departments can align themselves with HR in achieving an organization’s vision.

Workshop Objectives

Upon completion of this program, participants will have an understanding of:

- Strategic HRM and its linkage to business needs
- managing manpower needs of department and organization
- handling recruitment and selection procedures and interviewing skills
- developing an aligned reward strategy to motivate and retain talented staff
- labour laws, employment act 1955 and IR act 1967
- how to handle disciplinary problems and terminate employees
- competency based training needs analysis
- balance scorecards, Key Performance indicators and competencies

Who Should Attend?

- ◇ Line Managers
- ◇ HR and non-HR professionals



The Asia Entrepreneur Alliance Worldwide awarded the 3rd Asia Pacific Super Excellent Brand Award - Service Excellence to ATCEN Sdn Bhd in January 2008.

The organizing committee highlighted that ATCEN is recognized as a brand leader that produces high quality, stylish products and services on a regional level, and will always be in the forefront of high quality performances.

HR for Non-HR Executives and Managers Workshop

Workshop Chronology

Day 1:

- 0900 **Module 1 – Overview of Strategic Role of HR**
- HR role as strategic partner
 - HR & value chain analysis
 - Methodology of manpower management
 - What is competency modeling
 - Talent management
- 1030 Tea Break
- 1050 **Module 2 – Position Management**
- recruitment
 - Common selection problems
 - Selection system
 - 5-step validation concept
 - Group exercise
 - Types of interviews
- 1300 Lunch
- 1400 **Module 3 – Rewards Management**
- developing an aligned reward strategy
 - 5-steps to ensure internal and external equity
 - compensation trends
 - benefits and types of benefits
 - group exercise
- 1530 **Tea Break**
- 1550 **Continue Module 3**
- Module 4 – Employee Relations**
- Philosophy of employee/employer inter relationships
 - systematic approach to being people centered organization
 - overview of labour laws of Malaysia
 - understanding employment act 1955
- 1700 End of Day 1

Day 2:

- 0900 Continue Module 4
- 1030 Tea Break
- 1050 **Module 5 – Disciplinary Process and termination**
- Minor misconduct
 - major misconduct
 - the disciplinary process
 - Industrial relations act 1967
 - Occupational Safety and Health Regulations 1994
 - group exercise
- 1300 Lunch
- 1400 **Module 6 – Training & Development**
- case study – Tek Corpn
 - competency based Training Needs Analysis
 - assessment
 - competency model development
 - curriculum planning
 - implement training program
 - evaluate training – Kirkpatrick model
- 1530 Tea Break
- 1550 **Module 7 – Performance Management**
- definition of Performance Management
 - Balance scorecard
 - KPI's and competencies
 - Video – identification of competencies
 - Exercise – Rating competencies
 - Forced Ranking
- 1700 End of Day 2



MR. RAIS RAJAN

ASSOCIATE CONSULTANT
ATCEN INTERNATIONAL GROUP

RAIS RAJAN holds an MBA (Merit) from University of Bath, UK, a Bachelors Degree with Distinction in Business Administration from RMIT University, Australia and a Diploma in Banking & Finance from Institute Bank-Bank Malaysia.

Rais Rajan is a management consultant and a certified corporate trainer. He specializes in the areas of Strategic Direction, Performance Management, Balance Scorecard, Management, Leadership and various soft skills. He has more than 15 years of experience in the education, HR and training industry. He has lectured and offered training in leading institutions and multinational organizations. To date he has personally delivered more than 400 training programmes (ranging from Strategic Direction workshop to Clerical skills) with participants comprising CEO's, senior managers, executives, right down to clerical and support staffs.

Having been in HR and training, customer service and marketing for an international organization, he imparts the essential skills and knowledge that are essential to ensure the highest quality of service to customers while maintaining professional business etiquette. In addition he regularly conducts complementary tea talks for various companies and universities on a range of topics such as emotional intelligence, Mars and Venus at the workplace, retaining committed workforce etc and has written articles for the Malaysian Institute of Management E-newsletter. He also appeared as a guest speaker in TV2 – "Positively A.M." on 4 weekly segments speaking on a range of topics such as Positive Mindset, Positive attitude, Power of Laughter and Power of Gratitude.

He sat in the Board of Examiners, Malaysian Institute of Management (MIM). He was a project supervisor for MIM and also lectured on its Diploma programmes and degree programmes (RMIT University). He also lectures for IPD-Open University and University Malaya Continuous Education Programme (UMCEED) Executive Diploma programmes. He is an Associate with the Malaysian Institute of Management, Member of Graduates Malaysian Institute of Management Alumni (GMA), Association of the Institute of Banks Malaysia and a member of Toastmasters International, KL Club. He also delivers certificate programmes on behalf of the Institute of Leadership Management (UK) for ILM clients in Malaysia.

Registration Form:

HR for Non-HR Executives and Managers Workshop on 22nd – 23rd July 2009

ATCEN Learning Center, Damansara Perdana, P.J

- Yes! Please register the delegate(s) for this event
(Kindly photocopy for more delegates)

Delegate 1

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Delegate 2

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Delegate 3

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Human Resource / Approving Manager:

Job Title: _____

Email: _____

Company Name: _____

Address: _____

Tel: _____ Fax: _____

How did you find out about this event?

Please tick (✓) your choice(s)

- From ATCEN email notification
 From Colleague, Management, HR or Training Department
 Others: _____

For Office Use Only

Contact Person: _____

Invoice Number: _____

Remarks: _____

Training Workshop Investment - RM 1500

The investment includes lunch, refreshments and training materials.

- **The program is PSMB claimable.** Subject to PSMB approval.
- **Institute Bank-Bank Malaysia (IBBM):** ATCEN is recognized and is authorized by IBBM to conduct people development training to banks operating in Malaysia.
- **Group Discount of 10%** for 3 or more participants who register for the program at the same time and are from the same organization.

Terms & Conditions

1. Upon receiving a completed registration form, it confirms that the organization is registering for the seat(s) of the participant(s) to attend the conference or training program.
2. Payment is required upon the confirmation of the registration and must be received prior to the event to guarantee the seat.
3. Payment has to be received 7 working days prior to the event date to confirm registration.
4. Payment is non-refundable if cancellation occurs 7 days prior to event commencement. However a substitute is welcome at no additional charges
5. If cancellation occurs 7 days prior to the event commencement date and there is no substitute, the organizer reserves the right to charge 50% of the total investment from your organization.
6. Walk-in participants with payment will only be admitted on the basis of seat availability at the event and with immediate full payment.
7. The organizer reserves the right to make any amendments and/or changes to the program, venue, facilitator replacements and/or modules if warranted by circumstances beyond its control.

Ways to register

All cheques are to be made payable to **ATCEN SDN BHD** and mail your payment together with this registration to:

**D-05-12, Ritze Perdana Business Centre,
Jalan PJU 8/2, Damansara Perdana, 47820 PJ,
Malaysia.**

Tel : +603 7728 2623

Fax : +603 7728 2620

Enclosed is our cheque for the event

RM _____

Authorized Signature : _____

Company Stamp Chop : _____

Invoice Attention To

(Mr/Ms): _____