



*Training Course:  
HR Skills for HR Assistants*

*24 - 28 June 2024  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: HR Skills for HR Assistants

Training Course code: HR3029 From: 24 - 28 June 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur  
Training Course Fees: 4950 € Euro

### Introduction

HR is becoming one of the most critical and strategic functions of the organization. To allow the organization to get the most from this area you need well trained and prepared staff in HR.

This program is designed to cover all aspects of the work of a modern HR or Personnel department and is designed to serve as an introduction to HR for newly appointed HR Assistants or alternatively as a refresher for those with two or three years service.

The subjects covered will include all aspects of a modern employment policy presented from the point of view of the HR function.

Subjects covered will include:

- Nationalization
- Assessment Centres
- Change Management
- Competencies
- Employee Relations
- Job Evaluation
- Performance Management
- Recruitment and Retention

### Course Objectives of HR Skills for HR Assistants

Following the completion of this unit, you will know how to:

- Explain the role and purpose of the HR/Personnel function
- Develop HR policies which meet the strategic aims of your organization
- Apply HR practices which fit the needs of your organization
- Develop a set of HR policies that will reflect the context of the Middle East
- Adapt the practices currently in place in the West
- Identify critical issues in your organization that will need to be addressed
- Develop a high-performance culture
- Develop a harmonious relationship between HR and the line

### Course Benefits of HR Skills for HR Assistants

- Write a modern HR policy
- Identify the practices which are appropriate to a particular organization
- Become familiar with the key aspects of HR strategy
- Apply the key principles and practices involved in HR strategy, Recruitment and Selection, Induction, Retention, Performance Management, the use of Competencies and Training and Development, Discipline

and Grievance Handling

- Make connections between performance management and merit pay
- Identify best practice in HR
- Draw distinctions between the role of HR and the role of the line manager

## Course Results of HR Skills for HR Assistants

- HR in context and relationship with the rest of the organization
- The essential parts of the HR Function
- Absence Management - Change Management
- Coaching - Employer of Choice
- e-Learning - Internet and Email policies
- Job Evaluation - Performance Management
- Recruitment - Work-Life Balance

## Core Competencies of HR Skills for HR Assistants

There are many basic competencies that will be covered in this workshop.

Amongst the important are:

- Assertiveness
- Influencing skills
- Interpersonal skills
- Listening skills
- Personal organization
- Presentation skills
- Questioning skills
- Working co-operatively
- Writing skills
- Adaptability
- Creativity
- Impact and influence
- Interpersonal understanding
- Planning and organizing
- Relationship building
- Teamwork
- Written communication

## Course Outlines of HR Skills for HR Assistants

### Day One

HR in context and relationship with the rest of the organization

- The Context for HR in the Middle East
- Absence Management
- Alcohol and Drug Abuse
- Assessment Centres
- Bonus and Incentives
- Business Travel and Expenses

- Career Breaks and Sabbaticals
- Change Management
- Competency Frameworks

## Day Two

### Employee Relations - Employer of Choice

- Coaching
- Codes of conduct
- Communications
- Competency Frameworks
- Consultation
- Clothing and Dress Codes
- Disciplinary Procedure
- Employer of Choice
- Employee Relations
- Handling Disciplinary and Grievance Issues
- Harassment Policies

## Day Three

### Recruitment - Work-Life Balance

- Recruitment
- Redundancy
- Relocation
- Retention
- Salary Scales
- Succession Planning
- Suggestion Schemes
- Sick pay schemes
- Training Strategies
- Union Recognition
- Work-Life Balance

## Day Four

### Job Evaluation - Performance Management

- Job Evaluation
- Leadership Competencies and Development
- Long Service Awards
- Merit Reviews
- Mentoring
- Nationalization
- Overtime
- Performance Management

## Day Five

### e-Learning - Internet and Email policies

- e-Learning
- HR Intranets
- Employee Assistance programs
- Employee Attitude Surveys
- Equal Opportunities
- Exit Interviews
- Giving and Receiving Feedback
- International Assignments
- Internet and Email policies

## Registration form on the Training Course: HR Skills for HR Assistants

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
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### Company Information

Company Name: .....  
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### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
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### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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