Training Course:
HR Skills for HR Assistants

31 March - 4 April 2025
Kuala Lumpur (Malaysia)
Royale Chulan Kuala Lumpur

Training Course:
HR Skills for HR Assistants

Training Course code: HR3029 From: 31 March - 4 April 2025 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 5250 ⃝ 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 of 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

Objectives

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

- Explain the role and purpose of the HR/Personnel function

- Develop HR policies that meet the strategic aims of your organization

- Apply HR practices that 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

- 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 practices in HR

- Draw distinctions between the role of HR and the role of the line manager

Course Results

- 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

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

Outlines

Day 1

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 2

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 3

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 4

Job Evaluation - Performance Management

- Job Evaluation

- Leadership Competencies and Development

- Long Service Awards

- Merit Reviews

- Mentoring

- Nationalization

- Overtime

- Performance Management

Day 5

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:
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