



HR FOR NON-HR

Human Resource Management for Business Managers

Date: 11-12 May 2010

Time: 9:00am - 5:00pm

Fees: S\$388(M) - S\$428(P)

Reg Deadline: 27 Apr 2010

Module Objectives:

- To update the fundamental understanding of the critical roles and responsibilities of managing people to meet business needs as managers
- To equip with the basic concepts and tools of managing people to gain competitive advantage in business
- To understand ways to establish an on-going working relationship with the supporting human resource teams to meet business needs

Module Outlines:

- **The roles and responsibilities of managing human resources**
 - The managers' job in optimizing various resources
 - The managers' job in organizing human resource to contribute to business success
 - The managers' job in determining the competency levels of their teams' human resources to meet business needs now and the future
- **The competitive processes of human resource management**
 - The competitive process of human resource management in today's business world – attracting, onboarding, organizing, motivating, deploying, coaching, mentoring and recognizing the employees to value add etc.

- **The partnership framework with supporting human resource teams**

- The complementary and partnership roles of human resource professionals and the line managers
- The necessary understanding of the main accountability of managing employees

- **Human resources and their competencies to meet business needs**

- The competency framework of human resources
- The essential link of business needs and competencies and capabilities to deliver performance
- Building a performance culture to encourage employees to learn and grow with the organisation to enhance competitive advantage

- **Competency-based hiring process and the roles of line managers**

- Identifying competency requirements – knowledge, skills, attitude and other abilities
- Asking S.T.A.R. questions to verify competencies
- Action plans to bridge the competency gaps
- Coaching plan for new employees

- **Competency-based human resource development process**

- Identifying training needs based on competency gaps
- Systematic human resource development process

- **Performance Management and performance Appraisal processes**

- Practising full performance management process
- Updating performance appraisal skills

- **Managers' roles and tools for employee coaching, mentoring and counseling**

- Helping employees to succeed in work
- Using appropriate approach for the right workplace issue
- Understanding "Traditional career" and "Protean career" patterns

- **Feedback skills for managing human resources**

- Using positive feedback skills to bring the best out of the employees

- **The need and procedure for simple documentation and periodical review**

- Using basic approaches to record and review critical events in performance

- **The need and tools for identifying, managing and retaining talents in the competitive business environment**

- Identifying, developing and retaining employees who can make significance difference to the business

- **Basic indicators for the state of human resource management**

- Knowing what to measure to surface the background and trends of people issues in the departments

- **Changing trends in human resource management**

- Understanding key trends in strategic management of employees to gain competitive advantage

Module Methodology:

Mini lectures, exercises, facilitated discussion & presentation, role plays and practice review.

Facilitator:

VICTOR KOW **BBus MBA MSc (HRM) DTDM ACTA**

Victor Kow has more than 30 years experience in human resource management, training & development, employee relations, information technology management and management consultancy in both the public and private sectors in the Asia Pacific region and conducted workshops in both English and Chinese for various levels of participants.

He lectures in Human Capital Management, Employee Relations, Performance and Talent Management and related subjects in various institutions. He is also an ACTA qualified trainer for WSQ Human Resources courses.

Victor has held various senior HR positions in a large multi-national corporation in Singapore and the Asia Pacific region, large Government linked companies besides being the Head of Training and Development in a Singapore Statutory Board.

Victor has a BBus from RMIT University, Australia and an MBA from University of Dubuque, Iowa, USA. He also obtained an MSc in HRM from Rutgers University, New Jersey, USA. He attended an HRM Executive Development Program with Cornell University and Train the Trainers Program with International Labour Organisation (ILO) among other major professional development qualification programs in his career as an active HR professional.

Target Audience:

Non-HR Managers; Supervisors and Executives; Party who needs to explore more on the human resource behaviour and HRM.

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