



# HR FOR NON-HR PROFESSIONALS

**ATCEN**

atcen.com | info@atcen.com | +603 7728 2623

**Date : 16<sup>th</sup> – 17<sup>th</sup> April 2020**

**Venue : AC Hotel Kuala Lumpur Titiwangsa**

## Workshop Description

In an organization the Specialist HR Department sets policies and provides advice to line managers. The Line Managers actually manage their employees and administer policies on a daily basis. They are therefore the front line manager of HRM and need to have an understanding of managing their employees following the policies and procedures set by the HR Department and also following the laws of the country.

This programme shows the line manager and non HR manager how to manage his or her employees on a day to day basis without having to refer to the HR Manager for routine HRM decisions.

The topics include: role of line manager in HRM; drawing up job descriptions and specifications; conducting an effective interview; carrying out a training need analysis (TNA); conducting performance appraisals and counseling; taking disciplinary action; handling problems associated with legal benefits due to employees such as annual leave, medical leave, public holidays, rest days, maternity leave, maximum hours of work and overtime.

## Workshop Learning Outcomes

- Handle problems in administering legal benefits and other terms of employment without infringing the law.
- Identify appropriate job functions and competencies
- Carry out effective interviews
- Identify training needs
- Carry out performance appraisals and manage performance
- Taking disciplinary action fairly
- Carry out a counseling session for indiscipline and poor performance successfully

## Who Should Attend?

- Executives
- Managers

### Workshop Chronology

0830	Registration
0900	Workshop Start
1030 –1045	Morning Break
1300 –1400	Lunch
1530 –1545	Afternoon Break
1700	End of Workshop

Chronology applies for Day 1 and Day 2.

### Training Methodology

The **Training Methodology** will be based on the ATCEN PEAK methodology. This will include:

- High Impact Short Lectures
- Lively Activities and Exercises
- Numerous Presentations and Discussions
- Continuous Real Time Feedback from Facilitator

**Facilitated & Marketed by:**

**ATCEN**

This training is **PSMB claimable**  
Subject to PSMB approval

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## Module Outline

### Introduction

- Roles of HRM Department and Line Management in HRM
- HR Structures
- HR Challenges for Non HR Managers

### Module 1: The Job and Competencies

- Identifying duties and responsibilities
- Identifying competencies for the job holders
- Purpose of documentation

### Module 2: Interviewing Skills

- The interview process
- Do's and Don'ts in the interview
- Types of interviews
- Types of interview questions

### Module 3: Identifying Training Needs (TNA)

- Purpose of training
- Methods of identifying training needs
- Training identification process
- Link between training and motivation

### Module 4: Understanding of Employment Contract

- Employee & Employer Rights
- Offers of employment and references
- Implied and expressed terms
- Contracts for part time, temporary & casual staff
- Notice periods, contractual rights & exit interviews

### Module 5: Handling Legal Administrative Problems

- Annual leaves
- Public holidays
- Sick leaves
- Maternity leave
- Rest days
- Limit on hours of work per day and week
- Limit of overtime per day and month and related issues
- Unpaid leave
- The different payment rates on Public holidays, rest days
- Equal opportunities and discrimination

### Module 6: Handling Discipline, Grievances and dismissal procedures

- Difference between major and minor misconduct
- Delivering cautions and verbal warnings
- Drafting warning letters
- Termination of employment

### Module 7: Conducting the Performance Appraisal and Managing Performance

- Purpose of Performance Appraisals
- How to carry out the performance appraisal interview
- Purpose of performance management
- What do employees expect from performance management and appraisals?

### Module 8: Counseling for Indiscipline and Poor Performance

- Competencies for a counselor
- Aim of counseling
- How to counsel employees
- Documentation for counseling

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## Program Facilitator

### Brian Wee

Brian Wee was Head of Human Resources, Internal QMS Auditor and Corporate Trainer of MMC for a holding company of oils refineries in Malaysia. He holds a Master of Business Administration and a Post Graduate Diploma in Business Administration from Heriot Watt University, United Kingdom. He also has a Certificate and a Diploma in Personnel Management. He is a Certified Human Resource Professional (CHRP), an Ordinary Member of Malaysian Institute of Human Resource Management (MIHRM), PSMB Certified Trainer and PSMB Human Resource Consultant. Wee has attended a three days Effective Training Evaluation program by Ms Beverley Jeffreys of Chisholm Institute, Australian National Training Authority (ANTA).

He brings with him more than 15 years of working experience in Human Resource of large manufacturing companies. He is a Resource Training person for Malaysian Institute of Personnel Management (MIPM), Malaysian Institute of Purchasing and Material Management, UBS Commercial Institute, Open University Malaysia, Asia e University and UTM Space Executive Diploma Programs and others.

He started off his career in 1980 as a Senior Officer with the Ministry of Information where stayed for 15 years and gained extensive management experience. Later he moved to a Japanese based company where he was in charge of all spectrums of Human Resource functions. During that time, he acquired some Japanese management skills such as Kaizen, Zero Defect, JIT, Quality Control, Quality Assurance, ISO QMS and EMS Awareness Program and many others. He developed and trained QC, ISO QMS and EMS and productivity related modules for the Wilmar International Group of companies' employees.

In his present capacity, he develops modules and trains his employees and many organizations. He is also a part time lecturer for academic courses, namely Certificate & Diploma Program for Malaysia institute of Human Resource Management, Supervisory Module for Certificate & Diploma for Malaysian Institute of Purchasing & material Management, Executive Diploma of Human Resource Management for UTM SPACE, Asia e University, Southern College University and Open University Malaysia and Professional Short Course in Mandarin for Human Resource subjects and English Conversation & Communication Skills for User Business School (UBS).

Among some of his training participants and/or consultancy services included Kyocera, Sunpower, TJ Wang Group (Accountancy & Secretarial Services), Lii Hen Group, China Press, White Horse Ceramic, ML Plastics Sdn Bhd, Yee Wan Manufacturing, Southern College, Foo Yew High School, MITI, Police Academy (Technical), Champion Precision, JK Sumi Wire, Muar Ban Lee Engineering, Autoveyor, Southern Lion, Seiko Electric, CSC Steel, San Miguel Yamamura Plastic, Ornapaper, Umicore Malaysia, Alloy Consolidated (MTD Group), Panasonic AVC Network, Southern College University, Infineon Technologies, to name a few.

Mr. Brian Wee had provides HR & Quality and Productivity Consultancy Services to Li Hen Group, a furniture exporter and manufacturer, Omega Printer, Golpar Plastic Injection, Dian Pang Supermarket and others.

# CLIENTELE

## Companies that have attended ATCEN's programs:

ACSON Malaysia	EPSON Malaysia	Malayan Banking (Maybank)	Sabah Shell
AEON Credit	Esthetics International Group	Malaysia Communication & Multimedia Commission (MCMC)	SAJ Holding
Affin Holdings	Etiqa Insurance	Malaysia Airlines	Sanofi-Aventis
Affin Hwang Asset Management	Express Rail Link	Malaysian Investment Development Authority	Sapura Resources
AIG Shared Services	Exxon Mobil Corporation (M)	Malaysian Life Reinsurance	Sapura Kencana Petroleum
Air Asia	F&N Beverages Marketing	Malaysian Resources Corporation	Sarawak Information Systems (SAINS)
Airfoil Services	F&N Dairies (Malaysia)	Mandarin Oriental Kuala Lumpur	SCAN Associates
Ajinomoto	FCS Computer Systems	Manpower Staffing Services (M)	SCHOTT Glass
Alliance Bank	Felda Prodata System	Mary Kay (M)	Scomi Group
Allianz	Fibertex Personal Care	Mass Rapid Transit Corporation	SEA ORGA
Amanah Raya	First City University College	Maxis	Securities Industry Development Corporation
Amanah Saham Nasional (ASNB)	Focus Malaysia	MEASAT Broadcast Network Systems	SEGi College
AmBank	Formis Network Services	Media Prima	Senheng Electric (KL)
American International Assurance (AIA)	FPG Oleochemicals	Merchantrade Asia	Shangri-La Hotels
AmGeneral Insurance	Fresenius Medical Care	Mesiniaga	Shell
Arvato Systems	Fuji Xerox Malaysia	Microsoft (M)	Siemens Healthcare
Asia Assistance Network	Fujitsu Telecommunications	MIDF Property	Siemens Malaysia
Asian Banking School	General Electric (M)	MIMOS	Silterra
Asian Finance Bank	Genting Malaysia	MISC	Silverlake
Asian NDK Crystal	Gleneagles Kuala Lumpur	Mitsui O.S.K Lines (M)	Sime Darby
Atos Origin Services	Globetronics Technology	MSIG Insurance	Singtel
Automobiles Peugeot	GRAB Malaysia	Multimedia University	Skynet Worldwide
Averis	Great Eastern Life Malaysia	Multi-Purpose Insurance	SME Bank
AXA Affin General Insurance	GCH Retail (M)	Mydin Mohamed Holdings	SME Corp
AXA Life Insurance	Gucci (Malaysia)	Nanyang Press	SNT Global
B Braun Medical Industries	Habib Jewels	National Bank of Abu Dhabi	Sony EMCS
Baker Hughes Malaysia	Halal Industry Development Corporation	NEC Corporations of Malaysia	SP Setia
Bangkok Bank	Heidelberg Malaysia	Nestle Products	SPR Energy
Bank Islam (M)	Heineken Malaysia	Nike Sales Malaysia	SRG Asia Pacific
Bank Kerjasama Rakyat (M)	HeiTech Padu	Nistrans (M)	Standard Chartered Bank
Bank Muamalat	HELP University College	Northport (Malaysia)	Star Publication
Bank Negara Malaysia	HeveaBoard	O'Connor's Engineering	StemLife
Bank of China	Hilti Asia IT Services	OCBC Bank (M)	Sumitomo Mitsui Banking Corporation
Bank of Maldives	Hitachi Malaysia	Olympus	Sunway
Bank Simpanan Nasional	Honda Malaysia	Overseas Assurance Corporation	Suruhanjaya Syarikat Malaysia (SSM)
BASF Petronas Chemicals	Hong Leong Bank	P&O Global Technologies	SWIFT Support Services Malaysia
BBDO Asia (M)	Hong Leong Yamaha Motor	Pacific Mutual Fund	Symphony BPO
BD Agriculture (M)	HSBC Bank	PayNet	Takaful Ikhlas
Berjaya Sampo Insurance	Hua Yang	PayPal	Taylor's University
BMW Credit (M)	Huawei Technologies (M)	Pembangunan Sumber Manusia (PSMB)	Teckwah Paper Products
BMW Group (M)	IBM Malaysia	Penang Skills Development Center (PSDC)	Telekom Malaysia
Boustead	IJM Corporation	Pengurusan Air Selangor	Tenaga Nasional
Bridgestone	Ikano Pte Ltd	Perbadanan Bekalan Air Pulau Pinang	TGV Cinemas
Bristol-Myer Squibb	IKEA Malaysia	Pernec	The Hilton Group
British Council	Institut Jantung Negara	Perodua Manufacturing	The Lion Group
Bursa Malaysia	International Medical University	Perodua Sales	The New Straits Times Press
Canon Marketing	INTI College	Petroleum Nasional (PETRONAS)	TIME dotcom
CCM Pharmaceuticals	IOI Group Corporation	PETRONAS ICT	TNB IIsas
Celcom Axiata	IPG Mediabrands	Pharmaniaga	TNT Worldwide Express
Cerebos (M)	Iskandar Investment	PHHP Marketing	Tokio Marine Insurans (M)
Cigna International Health Services	Johnson Controls	PLUS	Top Glove
CIMB Bank	Johor Corporation	Pokka Ace	Toshiba
Cisco Systems Malaysia	Jotun Paints	Pos Malaysia	Touch 'n Go
Citibank Malaysia	KDU College	PPG Coatings	Tourism Malaysia
Cititel Mid Valley	Kementerian Kesihatan Malaysia (MOH)	Prasarana	Toyota Auto Body
City Facilities Management	Kenanga Investment Bank	Prince Court Medical Centre	Toyota Capital
CNI Enterprise	Kerry Ingredients (M)	Prometric Technology	U Mobile
Continental Tyre PJ Malaysia	Khazanah Nasional	Proton Holdings	UEM Sunrise
Courts Mammoth	King's Confectionery	Prudential BSN Takaful	UEM World
Credit Guarantee Corporation	King's Confectionery	Prudential Service Asia	UITM
CSC Malaysia	KPJ Healthcare	Qinetics Solutions	UMW Corporation
Dagang Net Technologies	KPMG Malaysia	RAM Holdings	UMW Motor
Daikin Refrigeration Malaysia	Kraiburg TPE Technology (M)	Rapp Collins	UOB
Danone Dumex (M)	Kumpulan Wang Persaraan (KWPAP)	RBC Investors & Treasury Services	UTSB Management
Dell Asia Pacific	Kumpulan Wang Simpanan Pekerja (KWSP)	REDtone International	VADS
Dentsu (Malaysia)	Kuwait Finance House	Reckitt Benckiser	Vale Malaysia
Dhiraaghu Maldives	Lafarge	Rentwise	Weir Minerals
DHL Global Forwarding (M)	LB Aluminium	ResMed	Volvo Malaysia
DHL Information Services	Lembaga Hasil Dalam Negeri Malaysia	RHB Bank	Watsons Personal Care Store
Digi	Lembaga Pembangunan Industri Pembinaan	RHB Insurance	Western Digital
DKSH Malaysia	Lexus	Ricoh (Malaysia)	X-FAB Sarawak
DRB-Hicom	L'oreal Malaysia	Robert Bosch	Zenith Media
Eastern Pacific Industrial Corporation	Luen Heng F&B	Royal Selangor Marketing	Zurich Insurance
Edaran Otomobil Nasional	Majlis Amanah Rakyat (MARA)		
Edaran Tan Chong Motor	Malakoff Utilities		

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## Participant 1

Name: (Mr/Ms): \_\_\_\_\_

Job Title: \_\_\_\_\_

Email Address: \_\_\_\_\_

Mobile No.: \_\_\_\_\_

Mobile number is preferred for us to be in contact with the participants before and after the workshop

## Participant 2

Name: (Mr/Ms): \_\_\_\_\_

Job Title: \_\_\_\_\_

Email Address: \_\_\_\_\_

Contact No.: \_\_\_\_\_

Mobile number is preferred for us to be in contact with the participants before and after the workshop

## Participant 3

Name: (Mr/Ms): \_\_\_\_\_

Job Title: \_\_\_\_\_

Email Address: \_\_\_\_\_

Contact No.: \_\_\_\_\_

Mobile number is preferred for us to be in contact with the participants before and after the workshop

**Human Resource / Approving Manager:** \_\_\_\_\_

Job Title: \_\_\_\_\_ Email: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_ Invoice Attention To / : \_\_\_\_\_

Finance E-Mail Address \_\_\_\_\_

Has ATCEN Sdn. Bhd registered as your vendor?

Yes  No

Company Stamp Chop:



This training is PSMB/HRDF claimable subject to PSMB/HRDF approval

## Terms & Conditions

1. Upon receipt of a completed registration form, it confirms that the organization is registering for the seat(s) of the participant(s) to attend our programs.
2. Payment is required with 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 working days prior to event commencement. However a substitute is welcome at no additional charges
5. Walk-in participants with payment will only be admitted on the basis of seat availability at the event and with immediate full payment.
6. The organizer reserves the right to make any amendments and/or changes to the workshop, venue, facilitator replacements and/or modules if warranted by circumstances beyond its control.
7. The certificate of completion will be awarded by ATCEN Sdn. Bhd.
8. The personal information that you provide in this Registration Form and information provided at any other time during the event, can be used by the organizer and related parties to market, advertise and promote our goods and services via various communication mediums. Participants are responsible to advise the organizer if they do not wish to be included in the above.

**Workshop Investment :**  
**3 participants – RM3,300 nett**  
(Saved RM1,740).

**2 participants – RM2,500 nett**  
(Saved RM860).

**1 participants – RM1,680 nett**  
(Inclusive of 6% SST)

*Price is inclusive of all materials, lunches and tea-break.*

## To register, complete this form:

1. Email form back to sender's email address/  
info@atcen.com
2. Fax this form to +603-7728 2620

## By Bank Draft:

Payable to **ATCEN Sdn Bhd** and courier to:  
D-05-12, Ritze Perdana Business Centre,  
Jalan PJU 8/2, Damansara Perdana, 47820 PJ,  
Malaysia.

## By Direct Transfer:

Account Name: **ATCEN Sdn Bhd**  
Bank : Public Bank Berhad  
Acc No : 3130460034

## By Credit Card:

We take VISA and MasterCard only.  
(3% transaction fees is applicable)

All bank charges/fees to be borne by payer.

## For Office Use Only

Corporate Sales Consultant: \_\_\_\_\_

Invoice Number: \_\_\_\_\_

Invoice Date: \_\_\_\_\_

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