



HR for Non-HR Managers

August 1 - 2, 2018 | 9.00am - 5.00pm | Shah Alam Convention Centre

FACILITATOR

Mary Lourdes obtained her early education in Ipoh, Perak. She started her career as Front Desk Executive at Royal Casuarina Hotel, Ipoh Perak. Realising her full potential and wanting to excel in her career, she moved to Kuala Lumpur to take up an offer as the Executive Secretary in a highly diversified conglomerate. Being aware that she needs to sharpen her skills to produce the best result in her workplace, she pursued a Diploma in Professional Secretary and a second Diploma in Human Resources Management from a recognised Management Institution in KL after which she was admitted with a membership with MIM and MIHRM. While she was progressing in her career, she continued with a Degree in Business Administration, in Ryerson Polytechnic, Ontario Canada where she graduated in 2001 with a Bachelors Honours in Business Management. Mary Lourdes attained 30 years of "hands on exposure" in the area of Human Resources, Training, Office Administration, Quality Management covering Manufacturing, IT, Hospitality, Education for local SME to multinational companies. Though her forte are Training, Coaching, Industrial Relations (IR), Recruitment, Performance Management, Setting Policies and Procedures and Employee Handbook, Mary Lourdes has proven her capability in ensuring that the job is not only her career, but she takes on her assignment with full commitment without compromising in the quality of her deliveries. Her wide working experience ranging from local SME to international companies, taking up challenging assignments and success attained in her strategic and operational role provides her with a strong foundation to handle all kinds of HR issues and matters in an amicable manner. She has also represented Pembangunan Sumber Manusia Berhad (PSMB) in 2009 and successfully conduct a survey on "Employer's perspective on current manpower in Malaysia". The survey comprise 20 employers ranging from MNC to SME with the aim of providing some information to the Ministry on how to attract Foreign Direct Investment (FDI) to Malaysia. Being a passionate Human Resources and Administrative practitioner and knowing the need to continuously improve in her leadership ability, Mary Lourdes has also attained Certification in Coaching and Mentoring by Institute of Training and Development, Malaysia. She is also a Certified Train-the-Trainer with PSMB and a Certified Lead Auditor - Quality Management System.

WHO SHOULD ATTEND

Managers, Executives, Supervisors and new HR practitioners

Registration is on a first-come first-served basis. Cheques made in favour of the "FMM Institute" should be forwarded one week before the commencement of the programme. Completed registration form, that is faxed, mailed or e-mailed to FMM Institute, would be deemed as confirmed.

All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7 - 14 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.

The FMM Institute reserves the right to change the facilitator, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes. Should the programme be cancelled or postponed, FMM Institute is not responsible for covering airfare, hotel or other travel costs incurred by the participants.

OBJECTIVES

- Identify current issues in the human resource field and the changing role of supervisors and managers in term of HR functions
- Understand current trends in the Employment Act 1955
- Write job description and identify core competencies
- Apply methods of finding, selecting and keeping the best people using behavioural description interviewing techniques
- Get new employees off to a good start
- Understand compensation and benefits
- Maintain healthy employee relations
- Make performance appraisals a cooperative process

CONTENTS

- Defining Roles of Human Resources
- Developing Job Descriptions
- Preparing for the Interview
- Conducting the Interview
- After the Interview
- Employee Orientation and Onboarding
- Understanding Employment Act 1955 (EA 1955)
- Training and Continuous Learning
- Performance Reviews
- Managing Disciplinary Issues
- Terminating Employees
- Exit Interviews

IN-HOUSE TRAINING AVAILABLE

ADMINISTRATIVE DETAILS

Dates : **August 1 - 2, 2018**
 Time : 9.00 am – 5.00 pm
 Venue : **Shah Alam Convention Centre**
 No. 4 Jalan Perbadanan 14/9
 40000 Shah Alam, Selangor Darul Ehsan
 Fees : FMM Members – RM 1,300 per participant
 Non Members – RM1,600 per participant

(Fees include course materials, Certificate of Attendance, lunch and refreshments)

*** Enjoy 10% for registration of two (2) and 20% discount for registration of three (3) or more participants from the same organisation and of the same billing source.**

For further enquiries, please contact:

Siti Nazihah / Azrini
FMM Institute

Tel: 03-62867200 Fax: 03-62776712

Email: training@fmm.org.my

Visit us at: www.fmm.edu.my

REGISTRATION FORM

HR for Non-HR Managers

August 1 - 2, 2018 (Wednesday-Thursday)

Shah Alam Convention Centre

The Assistant Manager

FMM Institute

Tel: 03-62867200

Fax: 03-62776712

GST Registration No.001764515840

Please tick (✓) accordingly:

PSMB Scheme: SBL Non Contributor

Require vegetarian meal: Yes No

Dear Madam,

Please register the following participant(s) for the above programme:

(To be completed in **BLOCK LETTERS**)

1. Name **Designation** **E-mail**

Nationality **IC No.**

2. Name **Designation** **E-mail**

Nationality **IC No.**

3. Name **Designation** **E-mail**

Nationality **IC No.**

(If space is insufficient, please attach a separate list)

Enclosed cheque/bank draft No. _____ for RM _____

being payment for _____ participant(s) made in favour of the "FMM Institute".

Submitted by:

Name: _____

Designation: _____ E-mail: _____

Company: _____ FMM Membership No.: _____

Address: _____

Tel No.: _____ Fax No.: _____ Date: _____

My Corporate Identity No.: _____ GST Registration No.: _____