



# PRACTICAL HUMAN RESOURCE MANAGEMENT SKILLS

**📅 December 11-12, 2023 (Monday-Tuesday)**  
**🕒 8.45 am – 5.00 pm 📍 FMM Institute, Perak**



The role of the Human Resources continues to evolve, matching the pace of today's rapidly-changing business environment. In addition to the Human Resources department, each manager or supervisor has responsibility for personally handling a variety of issues that arise within their workforce from performance issues to personal issues. This course is designed to give you the fundamentals for human resources to better prepare you for the challenges you will face in today's workplace.

## COURSE CONTENTS

### PART 1: DEFINING HUMAN RESOURCES MANAGEMENT

- Defining Human Resources
- The Basics of HR Management
- HR the Most Valuable Asset
- How to Get them, Keep them & Unleash them
- Challenges of HR Role for Non-HR Managers
- The 5 Key HR Roles for Non-HR Managers

### PART 2: YOUR ROLE AS A RECRUITMENT AGENT

- Human resources planning
- Recruiting within the organization
- Recruiting outside the organization
- Recruitment: Getting the Right People at the Right Place
- How to Interview & Select the Right Candidates
- Hire for Knowledge, Skills or Attitudes

- How to deal with a Qualified Candidate, but beyond budget

### PART 3: TNA

- TNA process
- Planning Training
- The Training Cycle
- Internal and External Training

### PART 4: YOUR ROLE AS A TRAINER/COACH

- Staff Performance : Who has more influent
- Training Needs/Performance Gap Assessment
- On-Job-Training/Coaching : Standard, Practice & Results
- Training/Coaching Evaluation

### PART 5: YOUR ROLE AS A COUNSELLOR

- About Misconducts
- Your Legal Right as a Superior
- About Employment Act, 1955
- Dealing with Disciplinary Issues
- Disciplinary Action : Do's & Don't

### PART 6: YOUR ROLE AS A MOTIVATOR

- Concept of Motivation
- Would High Pay really work?
- How to gain 100% Contribution from your subordinate?
- Motivate Your Staff without any Monetary Commitment

### PART 7: YOUR ROLE AS A PERFORMANCE APPRAISER

- About Performance Appraisal
- Use of Performance Appraisal Form
- Conduct of Performance Appraisal
- Link Performance Appraisal to Bonus/Salary Increment

### PART 8: MANAGING EMPLOYEES ISSUES

- Managing absenteeism
- Sick leaves
- Annual leaves
- Termination

## COURSE OBJECTIVES

Upon completion of the course, participants should be able to:

- Define the 5 Key HR roles for Non-HR Managers
- Interview & Select the right candidates within budgeted Salary Package.
- Analyse the training needs of their subordinates & coach/train them effectively.
- Motivate their subordinates without any Monetary Commitment.
- Conduct their Performance Appraisal Exercise & reward their subordinates fairly.

## WHO SHOULD ATTEND

Line Managers, HR executives/Officers, Non-HR professionals who are responsible for HR activities, Managers and professionals who are tasked with launching an HR department.

## METHODOLOGY

Group discussion, activities/games, case study, self analysis, experiential learning, and presentation.

## TRAINER

**DR PONMALAR A/P BUDDATI SANNAGY** is a PSMB Certified Trainer and a Business Coach with over 20 years of training experience. Dr Ponmalar holds a Bachelor of Arts (Hons), (UKM), a Master's in Business Administration, UUM and a Doctorate in Business Administration, UUM. She is also a member of Malaysian Association of Training Providers (MATPRO), Certified Practitioner of Neuro-Linguistic Programming (ABNLP), Certified KPI Professional & Practitioner (KPI Institute), Certified Sujok Acupressure Therapist and PSMB Approved Mentor for SMEs (FIRE Programme). Ms Ponmalar has held prominent position in various MNCs in Malaysia as a Senior Production Executive, Training Executive, Quality Control Executive and Head of HR and Training Department

**DR PONMALAR** has conducted many courses which includes Train The Trainer, Strategic Performance Management, Strategic Thinking and Planning, Quality Control, Scenario Planning, full spectrum of HRM, Employment Act, IR, Organizational Behaviour, Transformational Leadership, Strategic Leadership, Problem Solving & Decision Making, Critical Thinking, Customer Service, Change Management, Communication, Presentation Skills, Team Building, Marketing, Purchasing & Negotiation Skills, Business English & Business Writing and other management programmes. Some of Dr Ponmalar's notable clients for Public and In-House programmes are Boustead Petroleum Marketing, GITN, Maxcare Success, Power & Motion Control, Petronas Chemicals MTBE, God Coin Sarawak, Sri Datai Construction, Datasonic Technologies, Malaysian Diagnostics Corporation, Langkawi Cruise, Star Cruises Shipping Agency, Ibdien Electronics Malaysia, Labuan Liberty Port Management, Idaman Pharma, KPJ Selangor Specialist Hospital, TNB Janamanjung, Jobstreet.com Shared Services, Sabah Tourism Board, KUB Malaysia and many others. She has also coached and trained employees from Asian countries such as Singapore, India, Thailand, Vietnam, Laos, Myanmar, Brunei, Maldives, Mauritius, Cambodia, Middle East (Oman) and Indonesia.

## COURSE DETAILS

Date **December 11-12, 2023 (Monday-Tuesday)**  
Time **8.45am - 5.00pm**  
Venue **FMM Institute Perak,  
No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak**  
Medium of Instruction **English**  
CPD **14 hours**  
Fees  **Members RM795.00/pax**  
 **Non-Members RM954.00/pax**  
*(Fees inclusive of Service Tax at 6%, Course Materials, Refreshment, Lunch and Certificate of Attendance)*

## ADMINISTRATIVE DETAILS

### HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider: **FMM Institute Perak** ■ MyCoID : **475427W\_PERAK**
- HRD Corp Programme No: **Provided upon confirmation**

### DISCLAIMER

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes.

### REGISTRATION

- Upon **Faxing/Mailing** the completed **Registration Form** to FMM Institute, you are **deemed** to have read and **accepted** the terms and conditions. The **course** would also be **deemed** as **confirmed** unless informed otherwise.
- Will be based on First-Come-First served basis.

### PAYMENT

- Cheques** made in favour of "**FMM Institute**" should be forwarded to FMM Institute Perak.
- For **HRD Corp Claimable Course**, an **Attendance of 100% is a must**, in any case, **employers will be billed in full**.
- FMM Institute SST Registration No. **W10-1901-32000105**

### CANCELLATION

Must be in Writing with Reasons ■ 7 days before the course – No payment charged ■ 3 – 6 days before the course - 50% payment charged ■ < 3 days before the course – Full payment charged ■ Participants who did not turn-up will be charged full payment ■ Replacements can be accepted at no additional cost

~ Registration Form ~

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FMM Institute

No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak

Fax: 05-5488221

Closing Date:

**DECEMBER 4, 2023**

Dear Sir / Madam, please register the following participant(s) for the above programme.

1.	Name	Designation	
	NRIC	HP No	
		Email	
2.	Name	Designation	
	NRIC	HP No	
		Email	
3.	Name	Designation	
	NRIC	HP No	
		Email	

*(Please attach a separate list if space is insufficient)*

We hereby confirmed that *(Please tick (✓) in appropriate box):-*

- We **will be claiming from HRD Corp** and full payment would made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances
- We will **NOT BE CLAIMING from HRD Corp**. Enclosed cheque/bank draft No \_\_\_\_\_ for RM \_\_\_\_\_ being payment for \_\_\_\_\_ participant(s) made in favour of the "**FMM Institute**".

Submitted by:

Name:	Designation:		
Company:	Tel:	Fax:	
Address:			
Email:	FMM Membership No		