



First Select

Advanced Human Resources & Personnel Management

| Date | Venues | (\$)Fees | Book your seat |
|---------------------|--------------|----------|------------------------------|
| 21 Dec -25 Dec 2025 | Kuala Lumpur | 3300 | Register Now |

Human Resources are the basic asset for any organization. This course demonstrates the effective utilization of people for achieving organizational goals. The program would provide an insight into various functions and responsibilities of the HR professional, for example, recruitment, team building, career development & change management.

The course would be full of discussion & exercise groups.

Course objectives:

- To fully introduce the roles and responsibilities of Personnel Administration and HR Management.
- To understand how the Human Resources Function operates as a whole with particular emphasis on H.R. systems such as job grading, grievance and disciplinary systems operate.
- To improve interviewing skills for recruitment, performance appraisals, grievances and disciplinary procedures
- To understand the appraisals process
- To develop skills in staff coaching, counseling and mentoring.
- To update participants on the latest developments in Personnel Administration and HR Management.

Who should attend?

- Every professional involved in the global financial services industry (as a provider, user, Human resources & training managers, supervisors, officers, administrators, representatives & assistants.
- All Technical Managers, Supervisors & leaders.

Course Outline:

An overview of HR Management:

- The HR Function
- Personnel Administration
- Training & Development
- Compensation & Benefits
- Manpower Planning

Personnel Administration:

- Customer service
- Perceptions of personnel
- The importance of Communication
- Technology's impact
- Personnel Administration Systems
- B2E – Modern HR Administration

Describing what people do:

- Organizational structure
- Understanding job and person specifications.
- Using competencies

- Job evaluation and grading.

Group exercise: Each group develops training requirements and proposes a methodology for implementation.

Motivation & Benefits:

- What Motivates people?
- How motivation affects productivity?
- Compensation & Benefits.
- Pay scales determination.
- Individual & Group incentives

Group exercise: Decide compensation package & pay scale for your job description.

Developing interviewing skills:

- Interviewing for recruitment
- Mentoring skills

Performance Management:

- Appraisal systems and methods
- Explaining, and coaching managers
- Grievance and Disciplinary procedures
- Giving feedback

The role of Training and Development:


- Training Needs Analysis
- Developing a Training Plan
- The Fundamentals of Training
- Succession Planning
- Planning and organizing inductions
- Performance Management

Current Developments in HR and Organizations


- Self Managing Teams
- Your future development

WORKSHOP STYLE:

A mixture of short presentations, interactive discussion, individual exercises and group work. The emphasis throughout is on a practical approach using case material and examples.

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