

## **HR Skills for Non-HR Professionals**

- Are you new to the HR department or an SME owner managing the entire organisation on your own?
- Do you want to master essential HR skills that are crucial in today's digital and AI-driven workplace?
- Are you keen to learn how to apply technology to transform HR processes for the future of work?

### **Introduction**

In today's fast-changing business environment, managers, supervisors, and SME owners are increasingly expected to handle human resource responsibilities alongside their core duties. From developing job descriptions, participating in interviews, and managing employee performance to handling probation, termination, and retrenchment, HR functions have become an essential part of organisational success. This program introduces participants to key HR concepts and practices while placing strong emphasis on the role of digital transformation in streamlining HR processes. From orientation and training to insurance and employee engagement, the course equips participants with the knowledge and tools to manage people effectively. More importantly, it demonstrates how modern HR technologies and AI-enabled platforms can simplify workflows, improve decision-making, and support business growth. By mastering these skills, participants will be able to create a more efficient, agile, and future-ready HR function within their organisations.

### **Program Objectives**

This program aims to:

- Help non-HR manager to understand the roles of the human resource department
- Expose participants to support HR-related issues in their operation.

### **Learning Outcomes**

After completing this training, participants should be able to:

- Identify current issues in the human resource field and the changing role of supervisors and managers in terms of HR functions.
- Write job specifications and identify core competencies.
- Apply methods of finding, selecting, and keeping the best people using behavioural descriptive interviewing techniques.

- Get new employees off to a good start.
- Maintain healthy employee relations.
- Make performance appraisals a cooperative process.

### Who should attend?

Non-managerial, First-line management, and anyone who needs to understand the complete employee lifecycle from pre-recruitment to post-termination as well as key employment legislation affecting the employer-employee relationship.

### Methodology

Case studies, forum discussion, role-play, presentations, gamification

### Program Outline

Time	Day One
9.00am– 10.30am	<p><b>Defining Human Resources</b></p> <p>To begin the workshop, we will discuss just what “human resources” means. We will also complete a case study that highlights some of the challenges that an HR professional faces. During this session, the participants will look at what a skills inventory is and what its benefits are.</p>
10.30am-11.00am	<p><b>Break and Networking</b></p>
11.00am-1.00pm	<p><b>Forecasting Techniques</b></p> <p>Human resource forecasts are attempts to predict an organisation’s future demand for employees. The participants will look at the two main types of forecasting: indexing and extrapolation. The application of technology is shared to enable participants to understand the application of technology in assisting HR processes.</p>
1.00pm-2.00pm	<p><b>Lunch Break and Networking</b></p>
2.00pm-3.30pm	<p><b>Job Analysis, Identifying Job Competencies, Position Profiles and Job Descriptions</b></p> <p>A job analysis will ensure that the job description accurately reflects the tasks that the job entails. The participants will discuss what a job analysis is and what formats can be used. Participants will also have the</p>

	opportunity to complete a basic job analysis. This session will discuss how to identify technical and performance skills needed to do a job. The participants will explore what a job description is through a lecture and an exercise.
<b>3.30pm-4.00pm</b>	<b>Break and Networking</b>
<b>4.00pm-5.00pm</b>	<p><b>Recruitment The Key HR Processes</b></p> <p>During this session, the participants will look at some things to consider when writing a job ad. A resume screening guide can be a valuable tool when hiring. This session will discuss how to develop and use such a guide. Preparation is key to a successful interview. The participants will look at a preparation checklist, and then participants will role-play an interview.</p>

<b>Time</b>	<b>Day Two</b>
<b>9.00am– 10.30am</b>	<p><b>Planning Training</b></p> <p>At some point in the life of almost every human resource professional, they will need to develop a training program. During this session, we will look at the training cycle, and the process of performing a training needs assessment. Participants will also explore the advantages and disadvantages of internal and external training.</p>
<b>10.30am-11.00am</b>	<b>Break and Networking</b>
<b>11.00am-1.00pm</b>	<p><b>Performance Reviews</b></p> <p>Performance reviews are crucial parts of helping an employee grow. During this session, we will explore the performance review process through individual exercises, a case study, and several lectures</p>
<b>1.00pm-2.00pm</b>	<b>Lunch Break and Networking</b>
<b>2.00pm-3.30pm</b>	<p><b>Attendance Management and Privacy Issues</b></p> <p>Absenteeism costs companies more money every year. Through a lecture and a case study, we will look at common causes and solutions. The privacy of personal information is becoming a bigger and bigger concern with the advent of technology. During this session, we will discuss the 10 principles of personal information protection.</p>
<b>3.30pm-4.00pm</b>	<b>Break and Networking</b>
<b>4.00pm-5.00pm</b>	<b>Managing Disciplinary Issues</b>

	<p>This session will look at a four-step disciplinary system that can be applied to any situation. In terms of terminating employees, the participants would learn that firing an employee can be hard to do. Through discussion and a case study, we will look at some things to consider and some ways to make the process a bit easier. Exit interviews can be a great tool to help your company grow. We will discuss types of exit interviews and participants will receive a sample questionnaire.</p>
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