



WANFAH PROSPER PLT

<https://wanfahprosper.com/hr-for-non-hr-managers/>

PROGRAMME OUTLINE for HR for Non-HR, Operational Line Managers & Executives : - From Employment to Handling Misconduct & Poor Performance

DAY 1

9.00am to 10.30am

Module 1 : Importance of HR Management for Non-HR and Operational Line Managers

- What is HRM
- Role of HRM in an organisation
- Role of Operational Line Management in HRM

Module 2: Employers and Employees Rights

- Employers legal prerogatives
- Employees legal rights
- Administration of benefits

10.30am to 10.45am – Break

10.45am to 1.00pm

Module 3: Drafting Job Descriptions and Job Specifications

- Drafting JD / JS
- Determining work loads
- Balancing up the job descriptions

1.00pm to 2.00pm – Lunch Break

2.00pm to 3.30pm

Module 4: Job Interviewing Skills

- Types of interviews questions
- Conducting the interview
- Evaluating responses

3.30pm to 3.45pm - Break

3.45pm to 5.00pm

Module 5: Job Training & Developing Employee Potential

- Training Needs Analysis (TNA)
- On-the job coaching and conducting training
- Job rotation and multitasking
- Career planning and development

DAY 2

9.00am to 10.30am

Module 6: Performance Management

- Setting performance standards & KPIs



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- Evaluating performance
- Drawing up Performance Improvement Plans (PIPs)

Module 7: Counselling

- Who should counsel?
- Difference between advice and counselling
- Required skills for counsellors
- How to counsel?

10.30am to 10.45am – Break

10.45am to 1.00pm

Module 8: Documentation for Non-performance and Indiscipline

- Cautions
- Verbal and written warnings
- Show-cause letter
- Charge Sheet

Module 9: Domestic Inquiry

- Panel members
- Process of Inquiry
- Rights of prosecutor and accused

1.00pm to 2.00pm – Lunch Break

2.00pm to 3.30pm

Module 10: Special Issues in Managing Probationers

- Setting standards for probationers
- Managing performance
- Confirming employees
- Differences between probation and confirmed service
- Legal problems and challenges in managing probationers

3.30pm to 3.45pm - Break

3.45pm to 5.00pm

Module 11: Improving Employee Relations

- What do employees want?
- Personal leadership styles for the new generation
- Why do employees leave?
- Ethic in management