

# HR for Non-HR Personnel



A 1-day intensive course by  
**Akashdip Singh**

... drawing from his vast experience in handling people, team and organizations.

With more than 13 years corporate experience, combined with his international exposure, Akash brings valuable insights to the training room.

## Getting to know what Human Resources (HR) is all about...

In today's fast moving world, many people have to deal with HR related issues even though they are not working in the Human Resource department. In fact, dealing with HR related issues is becoming a core competency for many Executives. Being Human Resource savvy, you can have a positive impact on the organization's overall goals in terms of avoiding unnecessary cost and increasing employee morale.

This program helps the participants understand better about manpower planning, writing job descriptions and finding the right person for the job. Participants will also learn how to deal with poor performance and the best way to develop people. Certainly, not missing out the knowledge on compensation and benefits and how to maintain healthy employee relations. Participants will be exposed to games and will be involved in case studies as well as presentations which will help them to have a better understanding of HR.

### *Who will Benefit?*

Those who have or will be having some HR related responsibilities as part of their roles or who may be taking on that responsibility.

Upon completion of the program, participants will be able to

- ✓ Understand the methods of selecting the right person for the job.
- ✓ Effectively conduct interviews.
- ✓ Write and understand job specifications.
- ✓ Deal with employee related issues such as poor performance, compensation and benefits.
- ✓ Understand how to maintain health employee relations.
- ✓ Do an effective performance evaluation.

For more information, please contact

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## Trainer's Background

**Akashdip Singh**, has more than 13 years of corporate experience and involved in the Training and Development field for more than 10 years. This gave him a special edge to share his knowledge in the areas of Motivation, Management and HR related topics, Presentation Skills, Team Building, Goal Setting, Customer Service, Customer Relationships, Supervisory Skills and issues related to People Skills.

Akash graduated with a Bachelor of Mechanical Engineering (Hons) Degree from University Technology of Malaysia (UTM); which meets the current academic requirement for standing as a Professional Engineer in Australia.

He started his career as an Engineer with Maxis Communications and later on, moved into managerial position. His last held position was as a Project Manager with YTL. He did his internship with Tenaga Nasional Berhad and Rothmans of Pall Mall. He has sound knowledge and rich experience in the Telecommunications, Energy and Manufacturing field.

One of Akash's main job responsibilities in his corporate capacity was to ensure customer satisfaction is not only met, but exceeded. He has vast experience in dealing with internal and external customers and managing customer relationships. Utilizing on his sound technical and people skills, Akash was assigned a key role as the coordinator between the technical and non-technical departments.

His passion lies in developing people by sharing his experience and exposing them to a variety of corporate games, then relates the learning to their work and life. Participants become self-motivated and more productive in their daily job functions. As a result, this benefits the companies they work for, in terms of output and profitability. Akash makes trainings extremely lively, full of zest and just simply creates magic in his sessions.

More than 10,000 executives have benefited from Akash's trainings / speeches. Some of his corporate clients include

- ✓ ALSTOM
- ✓ Intercontinental Specialty Fats Sdn Bhd
- ✓ Malakoff Sdn Bhd
- ✓ Malaysian Assurance Alliance (MAA) Bhd
- ✓ Maxis Communications

Akashdip has vast experience conducting trainings in Malaysia, United Kingdom, Australia, Singapore, Indonesia, India, Philippines, Thailand, Uganda, Kenya, South Africa and Zambia. He speaks fluent English and Bahasa Malaysia.

## Topics to Be Covered

### Ice Breaking and Overview

### Human Resource – Introduction

#### Manpower

- ⇒ Forecasting
- ⇒ Job Description
- ⇒ Resume Screening
- ⇒ Finding The Right Candidate
- ⇒ Conducting The Interview
- ⇒ Aftermath of The Interview
- ⇒ Hiring – Is it necessary

#### Employee

- ⇒ Employee Orientation
- ⇒ Employee Development
- ⇒ Dealing With External Parties
- ⇒ Conducting Performance Reviews
- ⇒ Increasing Employee Productivity

#### Discipline

- ⇒ Dealing with Absenteeism
- ⇒ Dealing with Poor Performance
- ⇒ Warning Letters and Termination
- ⇒ Handling Ethical Issues
- ⇒ Exit Interview

#### Compensation and Benefits

- ⇒ Employee Benefits
- ⇒ Rewarding Employees

### Maintaining Healthy Employee Relations

## Courses by Akashdip Singh

- ✓ AVG (Attitude, Values, Goal)
  - The Pillars of Success
- ✓ Customer Relationship Skills
- ✓ Effective Communication
- ✓ Effective Team Building
- ✓ Enhancing Team Leader Skills
- ✓ Handling Difficult Customers
- ✓ High Impact Presentation Skills
- ✓ Motivational Seminars/Trainings
- ✓ Telephone Etiquette
- ✓ Work and Life Balance