



Asia Masters Center

Preparing & Qualifying Public Relations & Media Specialists



**Asia Masters Centre (AMC), Suite 2 B, level 6, Office Block, Grand Millennium Hotel, Bukit Bintang Street,
55100 Kuala Lumpur, Malaysia. | Tel: +60327326992 | Mobile: +601 8909 0379 | Fax: +60327326992
Website: <http://www.asiamasters.org/> | Email: info@asia-masters.com**

Preparing & Qualifying Public Relations & Media Specialists

Course Objective

- Be able to relate the role of ER to the role of the Managers / Supervisor and Team Leader
- Know how to manage change
- Be able to deal with performance problems and modify the behaviour of employees
- Be able to influence the behaviour of managers and team leaders
- Be able to operate disciplinary procedures and grievance procedure
- Know how to manage absence
- Understand the role of an Employee Assistance programme

Target Audience

- Employee Relations Specialists
- HR and Personnel Professionals
- Line Managers
- Supervisors and Team Leaders

➔ Course Outline

➤ **DAY 1**

➤ **The Core Role of Employee Relations**

- The Context
- Change Management
- ER and Nationalisation
- Understanding the Rationale of ER
- The Core Role of ER
- The distinction between the role of ER and the role of the Manager
- The Impact on Policies and Procedures
- Change Agent and Employee Champion
- The Psychological Contract

➤ **DAY 2**

➤ **The ER function in Practice**

- Communications
- Team Briefing
- Consultation
- Discipline - Gross Misconduct
- Discipline - Poor Performance
- Appeals
- Handling Sickness Absence
- Return to Work Interviews
- Notification Rules
- Trigger Mechanisms

➤ **DAY 3**

➤ **Supporting the Manager, Supervisor or Team Leader**

- Grievances
- Conducting the Grievance Interview
- Management's Right to Manage
- Equal Opportunities
- Discrimination
- Equality and Diversity
- Harassment and Bullying
- Motivation

➤ **DAY 4**

➤ **Managing Performance, Counselling, Providing Employee Assistance**

- The Performance Management Process
- Motivation and Goal Theory
- Giving Feedback
- Coaching
- Counselling – Managers and Supervisors
- Counselling Employees
- A Counselling Style Inventory
- Employee Assistance Programmes

➤ **DAY 5**

➤ **Getting the Best from People**

➤ Getting the Best from People

➤ Then Characteristics of Leaders

➤ Leading vs. Managing

➤ Leadership Competencies

➤ Leadership Development

➤ 360° Feedback

➤ Seminar Review

➤ Personal Development Planning

➤ The design of financial models for forecasting and decision-making

➤ **The Feature Of Asia Master Training And Development Center**

- we pick up the customer from the airport to the hotel.
- we give the participant training bag includes all the necessary tools for the course.
- Working within groups to achieve the best results.
- All our courses are confirmed and we do not postpone or cancel the courses regardless of the number of participants in the course.
- We can assist you in booking hotels at discounted prices if you wish to book through us.
- We offer the certificate from Asia Masters Center for Training and Administrative Development.

➔ **The Cost Of The Training Program Includes The Following:**

- 1) Scientific article on flash memory.
- 2) Training Room.
- 3) Training.
- 4) Coffee break.
- 5) The training bag includes all the tools for the course.



Asia Masters Center

Price (USD)

**Communicate with the training department
to know the participation fees**

➤ **There are offers and discounts for groups**

The details of the bank account

Bank name: CIMB Bank Berhad

Account name: Asia Masters Center SDN. BHD

Bank account number: 80-0733590-5

Swift code: CIBBMYKL

IBAN: Null