



Asia Masters Center

Empowerment Skills In Human Resources Management



Empowerment Skills In Human Resources Management

➡ Course Objective

- Define a competency and understand the distinction between competencies, skills and tasks
- Differentiate between Leadership competencies, Technical competencies and Behavioural competencies
- Link competencies to organisational objectives and values – manage not only what staff do but how they do it
- Use competencies for recruitment and assessment
- Develop a learning organisation using the technique of knowledge management
- Develop ideas for the introduction of techniques for employee empowerment and engagement
- Develop a healthy relationship between HR and the line management team

➡ Target Audience

- Human Resources managers and senior professionals, specialists, team leaders, and business partners in the function who seek to broaden their knowledge and improve their skills in the key functions of HR as well as those who are responsible for evaluating HR and its effectiveness in the organization. The course is also suitable for those employees who are targeted for development or promotion within the HR function.

Course Outline

- DAY 1
 - The Links Between HR and Competencies
 - What are competencies?
 - What support should managers; team leaders and supervisors get from HR?
 - And what should they take responsibility for themselves?
 - Values, Strategy and HR
 - Different methods of developing a competency framework – behavioural event interviewing, repertory grid interviews, top management judgement, focus groups
 - Getting “buy-in”
 - An HR Management Framework Based on Competencies
 - Technical, Behavioural and Leadership Competencies

- DAY 2
 - Competencies and Recruitment
 - Competency design – definitions, negative indicators, positive indicators
 - Recruitment and Selection
 - Adapting a competency framework for use in recruitment
 - The use of assessment centres in recruitment
 - Examples of Assessment Centres
 - Induction, orientation and personal development

➤ DAY 3

- What is meant by Knowledge Management; Empowerment and by Engagement?
- Definition of a learning organisation; people; teams; organisation
- Understanding competitive advantage, productivity and profit
- Characteristics of engaged employees and of disengaged employees
- Characteristics of empowered employees and un-empowered employees
- Motivation – Intrinsic and extrinsic

➤ DAY 4

- Techniques for Engaging Employees
- Informal participative decision-making programmes
- Job enrichment
- Self-managed work teams
- Informal and formal consultation processes
- Enterprise Social Networking, Blogs Multimedia

➤ DAY 5

- The Role of the Supervisor and Team Leader in Knowledge Management
- Getting the “Quid pro Quo” – initiative vs. reciprocation
- The Interpersonal skills involved – listening, communicating, assertiveness and influence
- The responsibility for people
- Delegation
- Recognition for efforts to share knowledge

➤ **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.

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