



**Asia Masters Center**

# Measuring The Effectiveness Of Human Resources On Organizational Performance Within Frameworks Standards





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## **Measuring The Effectiveness Of Human Resources On Organizational Performance Within Frameworks Standards**

### **➔ Course Objective**

- Understand Strategic HRM approaches (SHRM)
- Describe the role and functions of the Personnel/HR Department
- Demonstrate a thorough understanding of employee resourcing, recruitment & reward
- Describe best practice in working with employees with problems
- Understand performance management in a multi-cultural environment

### **➔ 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

- An Overview of Human Resource Management
- The changing world of business and its impact on the Human Resource Function
- Introducing Human Resource Management (HRM)
- The difference between HRM and Personnel Management
- Main activities, responsibilities and tasks of HRM
- Typical HR department structure
- Qualifications and professional study

### ➤ DAY 2

- Performance Management in a Multi-Cultural Organization
- Understanding cultural differences when it comes to performance management
- The principles and core elements of effective performance management
- The role of HR and the responsibilities of line management in performance management
- Linking objectives to the organisation's business plan
- Addressing the performance gap
- Understanding the difference between a disciplinary and a capability process
- The purpose and use of Performance Appraisal
- Understanding the difference between high potential and high performance
- Maintaining balance – managing high performers and under-performers equally
- The advantages and disadvantages of upward/360 degree feedback



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### ➤ DAY 3

- Recruitment, Employee Resourcing & Reward
- Recruitment and selection
- Assessment and development centres
- The psychology of motivation – current thinking and practice
- The psychological contract
- Segmenting employee groups to understand similarities and differences
- Flexibility and the flexible firm
- Total reward
- Matching benefits to employee need to maximise cost-effectiveness

### ➤ DAY 4

- Workplace Conflict & Working with Troubled Employees
- Workplace conflict
- Managing conflict at work
- Counselling services & Employee Assistance Programmes (EAP)
- Introducing workplace mediation
- Managing employee problems – stress management
- Managing employee problems – bullying and harassment
- Understanding the difference between equality of opportunity & employee diversity
- Handling aspects of discrimination



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- DAY 5
- Employee Planning and Development
- Understanding the purpose of training and development
- Current trends in L&D
- Linking development with Corporate Social Responsibility
- A framework for analysing current training provision
- Succession planning – two approaches to identifying future capability
- Personal action planning

## ➤ **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

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