

**Course Title:****Strategic People Management for Newly Appointed Managers**

Newly appointed managers are expected to possess an acceptable level of awareness of employees' terms and conditions under the Employment Act and related employment laws in order to be credible managers. Yet, with a new generation of employees who are more educated with high employment expectations, it is imperative that new managers with people-management responsibilities acquire up-to-date knowledge and skills in managing, developing, motivating and engaging their team in order to earn convincing credibility as people-managers.

**Learning Objectives:**

At the end of the workshop, learners will be able to:

- a) Identify the four core strategies (SMAD) of Human Resources to impact business objectives
- b) Describe the basic tenets of the employment regulatory frameworks in order to draft and interpret correctly employment terms
- c) Appreciate the Employment Act and related employment laws in order to respond correctly to subordinates' enquires on employment conditions
- d) Develop meaningful Job Description linking to performance outcomes as so to better articulate employees' work expectations
- e) Conduct Behavioural-Based interview in order to hire the correct fit that meet organisational goals
- f) Identify employees' learning and development using the B.P.L.L. analysis tool in matching the linkages between learning and business targets
- g) Develop and evaluate S.M.A.R.T. Key Performance Indicators (KPIs) to effectively manage employees' work performances
- h) Coach employees using G.R.O.W. model in resolving work issues to meet business objectives
- i) Give effective feedback using D.E.S.C. and S.B.I. (Situation-Behaviour-Impact) approaches to strengthen good performance and correct negative behaviours
- j) Articulate the correct dictions during termination and dismissal to eradicate risks of wrongful termination/dismissal

**Course Content:**

The 2-day workshop covers:

- Employment Act and employment laws
- Application of Job Descriptions in people management
- Behavioural-Based Interviewing Techniques
- Three Pillars of Performance Management
- Key Performance Indicators and Balance Scorecard
- Strategic Learning Needs Analysis
- GROW Model coaching
- Performance Feedback and Critical Incident Technique
- Termination and dismissal including 'due inquiry'

**Delivery Methodology:**

Besides direct instruction through lectures, the workshop's content is delivered via group discussion, case studies, role-play, video review and peer learning.

**Who Should Attend:**

New entrants to the HR including Administrative Officer and Office Administrator directly or indirectly involved in the design and development of HR policies and procedures. In addition, the course will also benefit newly promoted Team Leaders, Supervisors, Managers and Line Managers with people-management responsibilities.

**Course Duration:**

2 Day (16 hours)