

HUMAN RESOURCES ESSENTIALS FOR NON-HR LEADERS

Master HR Practices for Better Team Performance



Course Overview

Are you confident your HR decisions comply with the law?

HR responsibilities are no longer confined to the HR department. Today, managers or non-HR Leaders play a critical role in managing people effectively while ensuring compliance with employment laws. But what happens when you make a decision without understanding the legal implications? This one-day course equips you with essential HR knowledge, practical tools, and confidence to handle disciplinary issues, performance management, and employee engagement.

Through real-world case studies and interactive sessions, you'll learn how to protect your organisation, foster a positive work environment, and improve team performance. Gain the skills to make informed HR decisions that drive success.

Learning Outcomes

By the end of this course, participants will:

- Understand HR's role in organisational success.
- Apply employment law in everyday decisions.
- Manage disciplinary and performance issues confidently.
- Conduct effective appraisals and performance improvement plans.
- Enhance employee engagement and uphold the psychological contract.
- Know when to consult HR for complex matters.

Who Should Attend?

- Managers overseeing HR-related tasks.
- Non-HR professionals managing teams.
- HR executives seeking foundational knowledge.
- Managers launching HR functions in their organisations.
- Professionals aiming to strengthen compliance and people management skills.

Course Outline

- 9:00 AM** **Introduction & Ice-Breaking**
- Trainer introduction
 - Ice-breaking session
- 9:15 AM** **Module 1: Handling Disciplinary Issues (with real-situation Domestic Inquiry practice)**
- Disciplinary Issues related to Lateness, Harassment and Stealing
 - Managing Workplace Issues
 - Domestic Inquiry (DI)
 - Handling Poor Performers (During and After Probation Periods)
 - Counseling and Grievance Handling
 - Termination and Consequences
 - Union Staff
 - Treatment for Foreign Workers
- 10:30 AM** Morning Break
- 10:45 AM** **Module 2: Terminating Employees**
- Citation and Non-application
 - Interpretation
 - General Provisions for the entitlement of employees to terminate or lay-off benefits
 - Termination
 - Lay-off
 - Amount of termination or lay-off benefits payment
 - Excluded classes of employees
 - Payment of termination or lay-off benefits
- 12:00 PM** Lunch Break
- 1:00 PM** **Module 3: Handling Poor Performance**
- Introduction to Performance Management
 - Understanding Employee Performances
 - The Performance Management Policy
 - Stages of Performance Management
 - Rewards and Development
 - Managing Underperformers
 - Performance Improvement Plans (PIP)
 - Introduction to PIP
 - PIP process
- 3:45 PM** Afternoon Break
- 4:00 PM** **Module 4: Legal Requirement under Employment Act 1955**
- What is Malaysian employment law?
 - What law governs employees who don't fall under the Malaysian Employment Act?
 - What are the required statutory deductions from an employee's salary?
 - What is the legal position of probationers?
 - How should you deal with annual leave, etc?
 - Can employees be terminated purely by notice or payment in lieu of notice? Does the employer have to give a good reason for termination?
- 5:00 PM** End of Training



Chee Kok Beng (Danny)

MBA, MBCS, MIDPM, TTT, EQ-LPI, NLP

Background

Danny is a seasoned Learning & Development professional with over 30 years of leadership and training experience across Malaysia, Singapore, Thailand, and multinational corporations. His career in education began with a Singapore-based public-listed company, where he contributed to IT and business training for regional clients.

In 1993, he was seconded to Bangkok as Executive Director, successfully establishing and growing a training organization specializing in IT and English language programs. After returning to Malaysia, Danny took on key leadership roles including Marketing Manager, Director of Online Learning Services, and Vice-President of Operations with various public-listed companies.

He later strengthened Learning & Development initiatives for a multinational company in Penang. Today, Danny is a respected professional trainer known for his engaging style, practical insights, and strong commitment to developing people.

Academic Qualifications

Danny is qualified with the Master of Business Administration (MBA) from Australia. Other qualifications are the Post Graduate Diploma in Business & Management, The British Computer Society (BCS) professional degree in IT, The Institute for the Management of Information Systems (IMIS) higher diploma, the City & Guilds (CGLI) certificate in Computer Programming & Information Processing and many more.

Certifications

Danny is certified as a Train-the Trainer facilitator from the Pembangunan Sumber Manusia Berhad, plus obtaining a Certificate of Teaching in Higher Education from the University Science Malaysia. Danny is also a Licensed LPI Trainer for Personality Profiling and Emotional Excellence. He has an NLP certification from UK.

Clients who benefited from Danny's training (Partial of the list)

Danny received exceptional feedback from participants representing diverse, well-established corporate organisations:- B Braun, Bank Negara, Benchmark, Cardinal Health, Curtin U, Datai Langkawi, Dell Global, Eng Teknologi, Ericsson Asia Pacific, Escatec Electronics, Flextronics, Forecom Logistics, Greatech Integration, Honeywell, Info Tech Authority (Saudi), IOI Properties, Intel, Jabil Circuit, Kuwait National Petrol Company (Kuwait), Likom, Mattel Shared Services, Panasonic Energy, Plexus, Prudential, Rapid Penang, Renesas Semiconductor, Robert Bosch, Saline Water Conversion Corp (Saudi), Secret Recipe, TPC, UDA Land, UWC, Weill Cornell Medicine (Qatar), Western Digital.

Testimonials

"Danny has excellent EQ skills to share with all our employees. They truly benefitted from his broad knowledge and experience in the subject of EQ" ... Manjeet Singh, Director, Renesas Semiconductor.

"I was pleasantly surprised at so many learnings from this Team Building conducted by Danny. I am sure all from my Jabil division has benefitted from the learning outcomes and de-briefings" ... Gary Teh, Human Resource Manager, Jabil Global.

"The way Danny uses to train us in Inter-Personal and Communication Skills are really fun and practical. He made learning so easy to understand and fun" ... Elicia, Engineer, Robert Bosch

Why Danny Is The Right Coach For You

Danny is an extraordinary coach, given his extensive qualifications and practical experience in leadership development and emotional intelligence. His engaging training style, coupled with certifications in NLP and personality profiling, guarantees customized learning experiences that resonate with participants. Danny has successfully trained teams at prestigious companies such as Intel and Motorola, among others. His proven track record, underscored by numerous testimonials from satisfied clients, showcases his capacity to inspire and elevate individuals and teams, making personal and professional growth both enjoyable and effective.