

Managing Employees – Compliance and Strategies

(For Non-HR Directors, Managers and Supervisors)

Workshop Objective

Taking on a supervisory or managerial roles require new and different skills as compared to an individual contributor. Best managers and supervisors are often judged by their teams' contributions and outputs. Thus, it is important for business unit managers and supervisors, especially those in non-HR roles, to know how to manage their supervisees based on employment laws, strategies and practices. Some of the questions a supervisor may have include:

- What should I do if my supervisee does not turn up for work? What action can I take based on legal means? What are other practices which can be applied in this situation?
- What can I do if my supervisee is rude to other co-workers and it is affecting others? Can I discipline them?
- What are the benefits that my supervisee should have by requirements of the law? How should I deal with requests which are not statutory?
- How do I do a performance appraisal? What can I do to effectively improve a supervisee's performance level?
- How do I become a better people manager?

It is therefore important for a manager or supervisor to know how to manage employees effectively given various situations. This session aims to help non-HR managers and supervisors understand their roles and be more prepared for employee relations and man management.

Target Audience

Non-HR Directors, Managers and Supervisors in charge of employees. This also include functional leaders or business unit heads.

Workshop Outline

1. Introduction to Labour and Manpower trends in Singapore
2. Overview of basic employment laws in Singapore
3. Understanding employees' rights - statutory and non-statutory benefits
4. Common issues faced by Non-HR Managers and Supervisors at work
5. Workplace grievances
6. Misconduct, Performance improvement, Discipline and Termination
7. Performance management and appraisal
8. Performance coaching and development
9. Leadership beyond management
10. Handling multiple stakeholders including social media

Methodology

Mix of lectures, discussions and case studies.

Facilitators' Profile

1. **Mr Kee Chia Choon** is the Director for Energy & Utilities, Pharmaceutical & Health Science and General Manufacturing cluster. He advises companies on HR & IR matters, and conducts foundational training for HR practitioners. Chia Choon is a National Human Capital Assessor and is a Tripartite Mediation for employment related disputes.
2. **Mr Freddy Liew** is an award recipient of the SNEF Stephen Lee Award for leadership development in Tripartism and Industrial Relations. His areas of expertise include performance management, compensation and benefits, employee relations and labour-management relations. Freddy is a National Human Capital Assessor and is a Tripartite Mediation for employment related disputes.

Dates	Date: (*Confirmation subject to class size requirements)	
Duration	1 day, 9am to 5pm (7 hours)	
Fees	S\$300.00 (before GST)	S\$321.00 (inclusive of 7% GST)
Course Venue	SNEF Head Office (Paya Lebar Square)	
Course Registration	https://snef.org.sg/ - Look under Non WSQ section 'Human Resource/Industrial Relation' in our SNEF's homepage	

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