

# EMERGING ROLE OF HR AS BUSINESS PARTNER (A Case Study Approach)

## Introduction

This is a case study approach workshop to understand how one can be a Human Resource business partner to add value to the line managers.

## Course Objectives

- By the end of the course, participants will be able to:
- Know the difference between HR administrator and HR business partner in measuring one's performance
  - Understand behavioural science – transactional analysis, personality, EQ
  - The know-how and emotional competence needed for an effective HR business partner

## Target Audience

HR, aspiring HR and non-HR personnels interested to maximize human capital

## Course Outline

- 4C competencies that Henry the Manager does well and is not appreciated
- Definition of HR Business Partner
- What is Henry measuring on HR interventions now and what he needs to learn to measure as a business partner?
- What are the know-how and what are the indicators to determine its effectiveness?
- Introduction to EQ framework and the EQ behavioural competencies needed to be an effective HR business partner
- Introduction to personality, transactional analysis and EQ equation that is linked to one's attitude
- Why Henry's personality asset become a liability to his personal effectiveness?
- What are the key emotional competence he needs to focus to develop to be an effective business partner?

## Methodology

Mini lectures, case study application of HR business partnering

Duration : 1.5 days (10.5 hours)  
 9am to 5pm (Day 1)  
 9am to 12:30pm (Day 2)  
 Course Venue : SNEF Corporate Learning Centre @Tanglin

**Register online at SNEF website [www.snef.org.sg](http://www.snef.org.sg)**  
 Click on 'Training' and Course Category '**Human Resources/ Industrial Relations**'

## Course Fees

Fees Type	Full Fees (inclusive 7% GST):
Member	\$428
Non-member	\$535

## Trainer



Theresa Lee has more than twenty-five years of strategic yet hands-on practical and result-orientated experiences in Human Resource Management and Human Resource Development. She had held senior management positions in MNCs of American, British, European and Indian origin as well as local SMEs. Her HR experiences span across varied industries such as manufacturing, retail, reinsurance, telecommunications, logistics, trading chemical and training and consultancy.

Theresa is a recognized HR business partner, facilitator and coach. She has assisted several companies to achieve result-orientated HR deliverables and had customized training solutions to achieve L4 training effectiveness.

Theresa's successful experiences have manifested the following HR business skills:

- Writing result-oriented job description for effective job valuation and career development
- Effective result-evidenced-competencies-based interview and selection to reduce drainage of labour cost
- Applying motivation theory and the behavior of core value to enable effective orientation
- Understanding Adam Equity Theory to ensure paying and rewarding right
- Understanding behavioural science to have effective, impactful interpersonal and performance management

With the above skills, she had spent 12 years travelling up in China for her series of leadership training from 2008 to 2017.

Theresa has a diploma in Human Resources Management and a diploma in Training Development and Management. She is a certified trainer in leadership and Bill Crosby Quality System and a living testimony of performance excellence not dependent on just academic qualifications.

## Enquiries:

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