Human Resource Management

Human Resource Management - Basics

Obtain

(Recruitment, Selection & Induction)

Develop

(Learning & Development)

Monitor

(Performance Management & Labor Relation)

Reward

(Compensation & Benefits)

Engage

(Talent Management & Career Development

Reduce in Hiring Cost	• LinkedIn indicates that organization with stronger brand than its competitor on average show a decreased in cost of 43% per hiring candidate (source: HTTPs//linkhumans.com/employer-branding)
Brand Reputation carries more weight compared to Salary	• 67% of candidates would accept lower pay essentially if the company that they are keen had positives reviews online (source: HTTPs://linkhumans.com/employer-branding-important)
Attracting and Retaining Quality Talent	• Being part of the right company culture is what the millennials are keen (Source: HTTPs://linkhumans.com/employer-branding-important)

Employer Branding – Why is it important?

Employer Branding – Tools

Visual Identity (Recruitment Template – website/social media posting)

Establish Relationship with Industry Associates (ie. Universities)

Keep Active on Social Media (Talent Story, Learning Activities & CSR Activities)

Create Engagement with Society (ie. Competition etc)

Retention Strategies

Recruit – highly talented people

Performer – Identify

High Performer - Retain

Develop Talent

Remove Low Performer

(Source: "McKinsey Global Survey, War Talent 2000," refreshed in 2012)

Recruitment
— Posting Vacancies

Authorization to recruit
- Local laws
- Rules & Regulations
- Budgetary Guidelines

Job Advertisement
- Outlining experiences, skills, responsibilities

Best Practice
- to use job titles that candidates commonly search for and avoid internal jargon
- Salary information may be applicable in the context of the talent market

Recruitment Process

Reference Check Template

Responses provided by reference should be typed.

Applicant: _____ Position: _____

Reference Contacted:

Name: _____ Telephone Number_____

Title of Reference: _____ Employer: _____

Verify the following information:

Position Applicant Held: _____

Relationship to Applicant: ☐ Supervisor ☐ Co-worker ☐ Professional

Date of Employment: From _____ To_____ How long did you supervise or work with: _____

Ask the employer for information on the applicant on the following areas/Tell me about:

- Attendance:_____Dependability:_____

- Ability to take on responsibility:_____

- Cooperation within the department/campus:_____

- Give pertinent examples showing initiative: _____
  _____

- Degree of Supervision needed:_____

- Job Knowledge – *(State the position the applicant is recommended for - Inquire on the specific job duties they were/are responsible for that may be relevant to recommended position)*
  _____

- Quality of Work (multi-task, attention to detail, customer service, operate office equipment, ability to learn new tasks):
  _____

- Areas for improvement? _____

INDUCTION & ONBOARDING

Induction and 'onboarding' processes happen when new applicant commence work. These processes are generally the responsibility of the line manager of the recruit to ensure that new starters can settle in quickly and become productive in their job.

Advantage of having an Induction & Onboarding process:-

Better retention by 82%

Improve job performance and productivity percentage by 70%

Reduce stress level

Increase employee satisfaction

Engaging and effective onboarding should NOT only be the responsibility of HR Dept

(Source: Research by Glassdoor on the true cost of bad hire)

	Orientation/Induction	Onboarding
Content	Induces the company mission, vision, values and purposes. Provides information on policies & procedures. Prepare the necessary – computers, phones, name cards, security access etc.	Kick Off with general induction content followed by a tailored program for the recruit and the role. Onboarding ends when the recruit is fully competent and contributing employee
Personalization	One size fits all	Tailored for the individual
Communication	One way	2-way interactive process
Frequency	One time event	Series of activities unfolding over 6-12 months
Time Period	Commencing day 1 and running for a few hours to a few days	Starts from recruitment and ends after 6-12 months when the new hire is fully productive
Presentation Mode	Mostly in-person, formal training	Series of formal and informal training, coaching, information sharing, goal setting, feedback, networking and social interventions

Induction/Orientation vs Onboarding

Induction & Onboarding General Program
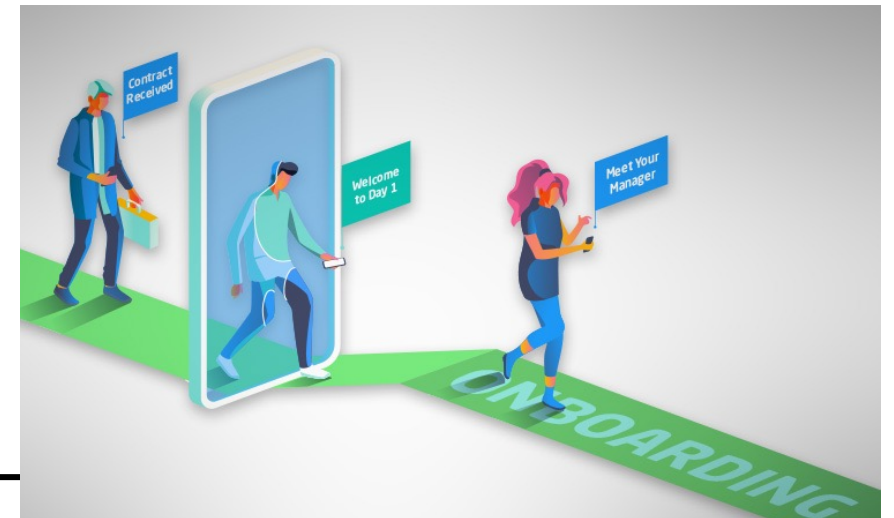
Day	Activity
1 & 2	Warm Welcome from HR Orientation – Company history, organization chart, key personnel, brand vision & values Presentation on Safety & Emergency Procedures Company Tour – entrance access, parking, cafeteria, locker pantry etc.
Week 1	Introduction to Management Team, colleagues and owning company key members, followed by meet and greet session Presentation of job description Presentation of Employee Handbook and basic rules & regulations ie grooming standard
Week 2-3	Training on job related job Probation period will be access and confirmation will be issued

Human Resources — Initiate Process

New Employee — New Employee

ROBOT — Create email account · Add to mailing lists · Generate Phone extension · Update lists · Reuest acces card · Create accounts · Send information material + login codes