**MAWA EVENTS**

**Address:** No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

**Phone:** +601116373203 | **Email:** info@mawaevents.net

# THE HR ESSENTIAL SKILLS

*""Building a High-Impact HR Foundation through Practical Tools and Core Competencies""*

## Schedule

| Date | Venue | Fees (Face-to-Face) |
|---|---|---|
| 05 – 06 Mar 2026 | Dubai, UAE | USD 1995 per delegate |
| 29 – 30 Jul 2026 | Dubai, UAE | USD 1995 per delegate |

► **Available delivery methods:** Face-to-Face & Online Training

## Introduction

HR professionals are expected to be operationally efficient, strategically aligned, and people-centered—all at once. This dynamic two-day course equips HR professionals with the core skills they need to succeed in fast-paced environments, where credibility, communication, and compliance matter most.

Designed as a practical HR "starter kit," this course provides tools and techniques in recruitment, onboarding, performance support, employee relations, and workplace compliance. It focuses on real-world scenarios and hands-on learning to help participants build immediate impact and long-term confidence in their HR roles.

## Objectives

**By the end of this course, participants will be able to:**

- Understand the HR function's structure and key deliverables.
- Conduct and support core HR processes: hiring, onboarding, and performance management.
- Respond to employee needs and concerns with professionalism and care.
- Maintain records, compliance, and documentation standards.
- Communicate with confidence and clarity across levels.
- Collaborate effectively with line managers and HR stakeholders . .

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## Why Attend

- Strengthen your foundation in core HR tools and processes.
- Build credibility with staff and leadership through confident HR execution.
- Gain hands-on experience in forms, workflows, and communication.
- Learn how to respond to common HR scenarios professionally and ethically.
- Lay the groundwork for future HR specialization or leadership.

## Target Audience

**This program is designed for:**

- New HR officers, coordinators, and generalists
- Team leads and line supervisors handling HR tasks
- Administrators transitioning into HR
- Professionals in support roles working with HR functions
- Junior HR business partners seeking to strengthen their foundation

## Individual Benefits

**Key competencies that will be developed include:**

- HR process execution and records handling
- Interviewing, onboarding, and documentation support
- Employee engagement and communication
- Policy interpretation and HR compliance
- Self-confidence and clarity in HR practices

## Organizational Benefits

**Upon completing the training course, participants will demonstrate:**

- Stronger consistency in HR service delivery
- Better documentation and policy alignment
- More effective internal coordination with departments
- Reduced risk in compliance and grievance handling
- Improved employee experience across HR touchpoints

## Instructional Methodology

- Briefings – Key HR frameworks and guidelines
- Templates – HR forms, checklists, and SOP samples
- Scenarios – Workplace dilemmas and case analysis
- Skills Practice – Interviewing, coaching, documentation review
- Peer Feedback – Practice with coaching from facilitator and colleagues
- Tools – HR file structure, onboarding trackers, communication scripts

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## Course Outline

### Detailed 2-Day Course Outline

Training Hours: 7:30 AM – 3:30 PM Daily Format: 2–3 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

### Day 1: HR Foundations and Core Operations

- **Module 1: Understanding the HR Function (07:30 – 09:30)**
- What HR does and how it adds value
- Key HR roles: business partner, administrator, service provider
- HR policies, handbooks, and compliance basics
- **Module 2: Recruitment & Selection Fundamentals (09:45 – 11:15)**
- Role profiles and job descriptions
- Screening CVs and supporting interviews
- Interview do’s and don’ts for HR assistants
- **Module 3: Onboarding and Early Engagement (11:30 – 01:00)**
- Pre-boarding, welcome, and early-stage support
- Orientation planning and feedback loops
- Managing the “first 90 days” expectations
- **Module 4: Practice Session – Conducting an Interview (02:00 – 03:30)**
- Live simulation with feedback
- Documenting and scoring interview notes

### Day 2: People Support, Records & Communication

- **Module 5: Performance and Behavior Conversations (07:30 – 09:30)**
- Clarifying expectations and resolving misunderstandings
- Giving feedback and coaching in your HR role
- Managing informal conversations with tact and fairness
- **Module 6: HR Documentation and Reporting (09:45 – 11:15)**
- Employment files, warning letters, and HR logs
- Confidentiality and storage rules
- Templates and trackers every HR professional needs
- **Module 7: Workplace Issues and Employee Requests (11:30 – 01:00)**
- Handling leave, attendance, and disciplinary requests
- Fielding concerns: conflict, harassment, work pressure
- Knowing when to escalate
- **Module 8: Final Role Play and Action Planning (02:00 – 03:30)**
- Real-life HR scenarios with peer coaching
- Creating a personal development plan for your HR path

## Certification

Participants who complete the program will receive a Certificate of Completion in **The HR Essential Skills** , recognizing their readiness to execute foundational HR responsibilities with professionalism and confidence.

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## Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation's unique goals.

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|---|---|---|
| **In-House / Customized Training**<br>Interested in running this course for your team?<br>Please contact us: | TEL:<br>**+601116373203** | EMAIL:<br>**info@mawaevents.net** |

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