

HUMAN RESOURCES FOR NON-HR PROFESSIONAL

TRAINER: MR. KUEK POH GUAN



VENUE: ISP HEADQUARTERS

SUITE 3A01, LEVEL 3A, PJ TOWER, AMCORP TRADE CENTRE
18 PERSIARAN BARAT, 46050 PETALING JAYA, SELANGOR

9 FEBRUARY 2026

INTRODUCTION

The course provides practical knowledge and tools for non-HR professionals to understand and navigate HR processes, enhance employee relationships, and foster a productive work environment. Participants will gain the confidence to work effectively with HR, ensuring a positive impact on their teams and organisational success.

TRAINING OBJECTIVES

- This training aims to equip non-HR professionals with a foundational understanding of Human Resources practices and functions.
- The course will help them understand key HR concepts and how HR functions impact their day-to-day work, leading to better collaboration and improved organisational performance.

TRAINING OUTCOMES

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

- Understand the core functions of HR and their role in organisational success.
- Identify and apply HR policies and procedures to support employee engagement and retention.
- Utilize HR tools effectively for recruitment, performance management, and conflict resolution.
- Communicate effectively with HR and apply best practices to foster a healthy workplace culture.
- Gain knowledge of employment laws and ethical practices that affect daily work activities.

Time	Module
9.00 a.m – 10.00 a.m	Session 1: Introduction to Human Resources & Employee Life Cycle - Overview of HR: What HR does and why it matters. - Key HR functions (Recruitment, Onboarding, Performance Management, Training and Development, Employee Relations). - HR's role in driving business success.
10.00 a.m – 10.15 a.m	Morning Break
10.15 a.m – 11.00 a.m	Cont. Session 1: - The importance of aligning HR strategies with business goals. - Group activity – HR challenges in the next 10 years.
11.00 a.m – 1.00 p.m	Session 2: The Malaysian Laws on Employment and Labour Practices - Malaysian Laws & Industrial Relations. - ILO 11 key indicators of forced labour. - Handling legal situations appropriately and avoiding legal risks. - Quiz
1.00 p.m – 2.00 p.m	Lunch Break
2.00 p.m – 3.00 p.m	Session 3: HR Policies and Procedures - Key HR policies every employee should know. - Navigating employee handbooks and code of conduct. - Dealing with absences, leave policies, and flexible work arrangements.
3.00 p.m – 3.15 p.m	Afternoon Break
3.15 p.m – 4.00 p.m	Cont. Session 3: - Addressing common workplace issues: Harassment, Discrimination, and Conflict. - Team Dynamics – Effective Communication & Engagement - Conflict Resolution and Employee Relations
4.00 p.m – 5.00 p.m	Session 4: Handling Difficult Conversations with Employees - Wrap-up and Action Planning - Key insights from the training - Action Planning: How will participants apply HR knowledge in their work? - Setting goals for personal development in HR-related areas.



Mr. Kuek Poh Guan — Trainer Profile

PG Kuek is a highly experienced corporate trainer and Human Resources professional with a strong track record in strategic HR, leadership development, and organisational transformation. He has designed and delivered impactful training programmes for multinational corporations, government-linked companies, and regional SMEs, with a clear focus on practical application and measurable business results. A Certified Master Trainer (IABFM), Certified Executive Coach (IAC-MP), and HRD Corp-accredited facilitator, PG Kuek applies adult learning principles, behavioural economics, and the Human Sigma framework to drive sustainable performance improvement. With extensive hands-on experience in cross-border HR practices, Lean Management, reward strategy, and large-scale change management, he played a key role in a McKinsey & Company-led global transformation initiative from 2016 to 2021. He holds a degree from the University of Tasmania, Australia, and is also an appointed trainer with the Malaysian Institute of Human Resource Management (MIHRM).

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REGISTRATION FORM

Please register the following personnel to attend the training as above. Please photocopy for multiple bookings.

Name: _____
I/C.: _____
Email: _____
Mobile No.: _____
Member: **RM1,110.00** (Membership No.: _____)
Non-Member: **RM1,310.00**

Name: _____
I/C.: _____
Email: _____
Mobile No.: _____
Member: **RM1,110.00** (Membership No.: _____)
Non-Member: **RM1,310.00**

Name: _____
I/C.: _____
Email: _____
Mobile No.: _____
Member: **RM1,110.00** (Membership No.: _____)
Non-Member: **RM1,310.00**

Name: _____
I/C.: _____
Email: _____
Mobile No.: _____
Member: **RM1,110.00** (Membership No.: _____)
Non-Member: **RM1,310.00**

Name: _____
I/C.: _____
Email: _____
Mobile No.: _____
Member: **RM1,110.00** (Membership No.: _____)
Non-Member: **RM1,310.00**

*****All fees are inclusive of 8% Sales and Service Tax (SST) for Malaysians only.**

Company Name: _____
Person in Charge: _____
Telephone: _____
Email: _____
Address: _____

Company's Stamp/Signature:

PAYMENT METHOD

- HRDC Grant
- Cash (Walkin only)
- Online Transfer
- ATM Transfer
- Cheque/ Bank Draft)
(Cheque/ Bank Draft No.: _____)

Credit Card Visa Mastercard
Card No.: _____
Cardholder's Name: _____
Bank's Name: _____
Expiry Date: _____/_____(mm/yy)
Signature: _____ Date: _____

Amount: RM _____

Payment can be made to **ISP Management (M) Sdn Bhd** bank account
AMBANK ISLAMIC BERHAD/AMBANK BERHAD 888-101-596-8511

**** Please return the registration form and provide proof of payment to emails below**

TERMS AND CONDITIONS

- Request for cancellation must be made in writing.
- 100% refund will be made for written cancellation received 6 days before the day of the Training. Refund will be issued after the Training.
- No refund will be given for cancellation received after the Training. However, replacement is acceptable; please forward the replacement name to emails below.
- The registration form serves as the official invoice.
- All membership subscription should be paid before the day of the Training to entitle for members' rate, or else, non-members' rate will be applied.
- The Organizer shall not be held responsible for whatever cost (hotel reservation/ flight ticket) incurred by participants.
- The Organizer reserves the right to make changes to courses without prior notice whether in terms of date, time, venue or any other aspects.

Registration must be done by faxing/emailing the registration form to the following:

For ENQUIRIES/ REGISTRATION: **Ms.Nadhira**
nadhira@isp.org.my
03-7955 5561 **En. Rizal**
rizalhisham@isp.org.my

For office use only:
Date : ___/___/___
Inv. No.: _____
OR No.: _____

