

## Course Title: Attract, Engage And Retain Reliable Employees - For Productivity And Profitability

### Introduction

Everyday screaming headlines in the daily news-media resonate problems and frustrations about hiring staff; high employee turnover; high labour costs; low productivity; employee disengagement (where they choose not to resign); and suchlike. Most of us call these “problems” and get down to SOLVING these “problems” and engage in Counterproductive and Unproductive “work” and neglecting the Productive work we are paid to do and achieve.

By the way, these are not problems. They are symptoms. Attending to symptoms will not solve problems – it creates more problems. WHAT IS THE PROBLEM? WHAT/ WHO IS THE CAUSE OF THE PROBLEM? Attend to the cause to solve the problem and the symptoms on which you had wasted so much of your previous (and limited) time will disappear.

By the way too, PROBLEMS DO NOT HAPPEN; THEY ARE CAUSED. Think about this: MOST PROBLEMS ARE DEBILITATING AND, IF FINALLY “SOLVED”- only to recur - WOULD HAVE COST YOU PRECIOUS TIME AND MONEY AND MENTAL AND PHYSICAL EXHAUSTION. WHY DIDN'T YOU **PREVENT** THEM FROM BREAKING OUT IN THE FIRST PLACE?

#### **THINK OVER THIS**

1. THERE IS ONLY ONE PROBLEM – PEOPLE (at the workplace they are your LEADERS and STAFF)! **Agree??**
2. **PREVENT** THE PROBLEMS TO **ENGAGE** IN PRODUCTIVE WORK AND **AVOID** COUNTER-PRODUCTIVE AND UNPRODUCTIVE “WORK”.

### Learning Objective

On completing this learning, you will use strategies to attract, engage and retain reliable employees (leaders and workers) to support the achievement of your Company's preferred business objectives and attain business growth-with-profit.

### Course Contents

- **How is your Company attractive to reliable job seekers? (Don't seek after them; lead them to desire to work with your Company)**
- **How to screen off the undesirables and avoid wasting your time interviewing them**
- **How to make the right choice (You want to prevent replacement; just think of the replacement costs in terms of time, money, productivity and employee morale and motivation and teamwork)**

- **Exhibition of HR management tools such as Job Description Sheet; Performance Appraisal Forms; HR Policies; Salary and Benefits Structure; etc for the purpose to enhance learning on the sessions presented.**
- **How to engage the employee so that he remains loyal to your Company and to sustain this engagement**
- **How to retain this reliable employee**
- **How to optimise the use of his talent for the greater benefit of the Company**
- **The necessary HR Capabilities and how to effectively operate them in the Company**

### **For Whom**

Specifically for SMEs – the Chief Executive of the Company and/or Senior Managers

### **Method of Learning**

A highly interactive workshop style to allow for sharing, exchange of views and needed Solutions with emphasis on HOW to apply to get RESULT\$.

### **Date and Duration**

Date: Wednesday, July 19, 2017

Course Time: 9am to 5pm

Duration: 7 contact hours

### **Course Fee**

Course Fee inclusive of GST (7%)

\$340/- (includes 2 Tea Breaks, Course Package Materials. Lunch is excluded)

### **Venue**

3 Temasek Avenue, Level 21, Centennial Tower, Singapore 039190 (Next to Promenade MRT Station)

### **Course Facilitator**

**GEORGE GASPAR (PBM)**

*\* Certified Management Consultant (Fellow)*

*\* Registered Management Consultant*

## **1) Qualification**

George is Fellow (Institute of Management Consultants) through IMC's membership of the international Council of Management Consulting Institutes; such Certified Management Consultants have reciprocal recognition in USA, UK and other participating countries worldwide.

He holds academic and professional qualifications in Economics, Education and Management. He received his education, training and practice in Singapore, Malaysia, China, Japan, the United Kingdom and the United States of America.

Throughout, his education was made possible either by bursary awards or scholarships including a British Commonwealth Scholarship to study in UK.

## **2) Experience**

George taught for 2 years before being sent to UK. Upon his return he was posted to the Ministry of Education as Research Officer and Lecturer at the Institute of Education. The Ministry of Education tasked him with the responsibility to bring programmed learning to Asia through UNESCO and he was sent to Japan and Thailand. He also worked with the then Technical Education Department of the Ministry of Education to start technical education in Singapore. This Department grew to the Industrial Training Board then to the VITB and now to ITE. George was in the team, which pioneered vocational and industrial training for Singapore.

George worked at Esso for slightly over 3 years. He was Esso's HRD Advisor for Singapore and Malaysia from 1971 to 1973. He set up the Esso Regional Training Centre and the training management system for Singapore and Malaysia covering non-executive and executive employees in technical, administrative, managerial and professional training and development. He introduced career planning and succession planning.

From 1974 to 1976, when George was in Hewlett Packard (HP) as Personnel Manager and then Regional Personnel Manager for Singapore and Malaysia, he institutionalized HR in HP and introduced career planning and the succession planning to be equally successful.

In both companies, his structured HRM efforts resulted in human resource management being better organized to bring stability and growth to the companies. The human resource management departments developed the HR strategies, processes and procedures for the line managers to implement. For example, employee relations were between line managers and the staff or workers. This saw in Esso and HP the conversion from union – management antagonism to sound labour-management relations resulting in productivity growth, greater employee morale and motivation and teamness; and,

performance planning, management and evaluation was installed as the system of management.

He joined POD in 1977 tasked with being Adviser, Consultant, Mentor and Coach to countless Chief Executives and Senior Managers and Entrepreneurs of local and international companies in the area of Human Resource Management.

Currently, George heads the HR Consulting Division of PrimeStaff Management Services Pte. Ltd.

Consultancy and training work took him all over the world. So he brings to his consulting, seminars and training invaluable local and international experience contemporary with the times. With George's extensive experience in Employee-Employer Relations, he helped clients resolve employee relations cases in Company, Ministry of Manpower (MOM) and Industrial Arbitration Court levels involving the Unions of the National Trades Union Congress (NTUC). His experience in employee relations covers not only training but also consulting and conciliation and arbitration.

In consultancy work, George got involved, several times over, in the following projects.

- Compensation and Benefits, Survey and Development of structure – for local and expatriate staff
- Climate Surveys / Organizational Health Surveys
- Organization Development / Change Management
- Development of Corporate Mission, Corporate Vision, Corporate Objectives and Core Values
- Company reorganization and re-engineering
- Job Competency Framework
- Industrial Relations including CA negotiations, Conciliation and Arbitration
- Performance Management including installing the Performance System
- Development and use of Psychometric Tests
- Restructuring of local enterprises
- Business Excellence Niche Standard (People)
- Total Employee-Management System
- Talent Management

In employee learning and development, he continues to do the following for clients in the private and public sectors and Statutory Boards.

- Training all levels of employees from Workers to CEO
- Train and certify trainers for companies and organizations
- Develop training materials and training programmes
- Develop training management system
- Develop total training plan
- Conduct research work in Human Resource Management

### **3) Professional Positions:**

George holds membership in the American Management Association; British Institute of Management; American Society for Training and Development; Institute of Training and Development (UK); Society for Human Resource Management (USA); HRM Consultants Forum (USA), Singapore Human Resource Institute. He held office in the Association of Small and Medium Enterprises – 3 years as Hon. Secretary and the last year as President.

He is Lead Assessor of the Institute of Management Consultants (Singapore) to qualify Management Consultants for the “Registered Management Consultant” (RMC).

### **4) National Honours:**

In 1982, George was awarded the PBM – Public Service Medal for community service, by the President of Singapore. He also held positions in Government feedback groups and social and community groups.

### **5) Clients**

Among his long list of Clients are:

- Automobile Association of Singapore
- C-Leanship
- Changi International Airport Services
- Cogent Singapore
- Ebel Industries
- En Frozen
- EZ-Link
- Fortune Travel
- Inland Revenue Authority of Singapore
- Kemsar Far East
- Laticrete
- Leader Energy
- Mazda Singapore
- Menicon Singapore
- Ministry of Education
- Ministry of Finance
- Ministry of Manpower
- Ministry of Trade & Industry
- Ministry of Transport
- Mitsubishi Corporation
- Mount Alvernia Hospital
- Nihon Superior (Singapore)
- Norton Rose Fulbright
- Pratt & Whitney Canada (SEA)
- Singapore Land Authority

- Singapore Turf Club
- SMSDome
- SystemTechnic Engineering

## Contact

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