



**APPLIED Tech People**  
Development Sdn Bhd (977323-W)

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CPE/CPD Entitlement

HRDF claimable under SBL



**Training Series**

# HR & PSYCHOLOGY (HRP)

**BUILDING & MANAGING TALENTS**

**Target Audience:** Human Resource Practitioners, HR Consultants, Talent Management Manager, Managers, Head of Departments who wants to effectively build, retain and coach your staff or talents for better organization effectiveness

## 6 Reasons Why Talent Management is Important !!

1. **Untrained Employees=Unhappy Employees:** Employees who feel inadequate, underachieving, or unsupported are unhappy.
2. **Untrained Workers Have a Low Production Value.** The quality of their work is lower and of less value.
3. **Untrained Workers are Inefficient.** More time (and therefore money) and effort is spent when employees aren't fully or properly trained to perform their tasks or to fulfill their responsibilities.
4. **Lost Time/Money Due to Mistakes.** When an untrained worker makes a mistake, the time and materials used are lost. The work then has to be done again. Or worse, the inadequate product was delivered to the client.
5. **Increase in Miscellaneous Expenses.** That means it takes more time to fix the mistake, more materials cost in paper and ink, and more time rechecking the work.
6. **Lost Customers.** Untrained employees can cause many of the mistakes listed above, and those mistakes and inefficiencies can cause your business to lose customers.

In order to engage employees, a good HR needs to have the right tools. This is where psychology comes in as it allow HR to understand beyond the surface of what was being communicated and address the underlying concerns or issue of the employee. When it comes to working with people, there are many processes and interactions involved and knowing which approach works best is a questions that can be more adeptly answered with psychological concepts

If you want to know how to better manage and improve the performance of your workforce, psychology gives you the foundation to do so. When it comes to working with people, there are many processes and interactions involved and knowing which approach works best is a questions that can be more adeptly answered with psychological concepts.

Motivation and employee relations are key aspects of the workforce. Psychology zeroes in on what could compel to stay at a job or what will it take to satisfy their sense of belongingness in a workplace. Without knowing the main drivers for these two, you'll have a disengaged pool of employees at best with a high turnover rate. If you want to know how to better manage and improve the performance of your workforce, this series of training program gives you the foundation to do so.

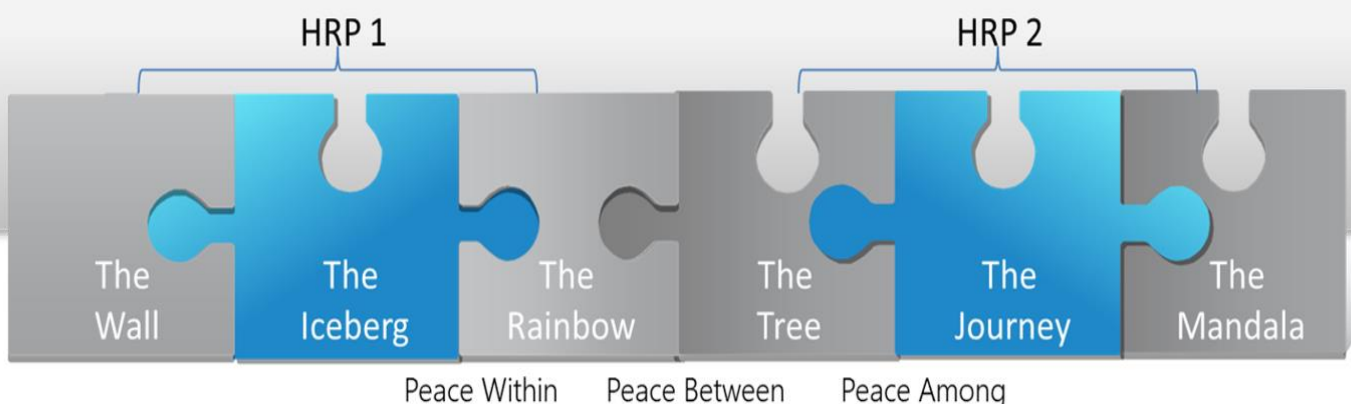
### How Psychology help in HR Role:

*i) **Recruit Right Candidates:** When a HR is able to understand how the brought up and family of origin shaped an individual and use it during interview, it increases the success rate in hiring the candidates with good self worth, hence performing better at work.*

*ii) **Motivate Employees:** When a HR understand how to identify, transform and tap into the inner resources of an individual, it will motivate, energies, expand and grow the individual and improve staff's performance.*

*iii) **Taking Disciplinary Action & Resolving Disputes:** The ability to understand and identify the underlying perceptions, belief systems, expectation and yearnings of an individual allows HR to better in resolve any conflicts or enforcing any disciplinary action on staff.*

## HR & PSYCHOLOGY





## Topic 1: The Wall: Human Coping Styles & Its Dynamic at work

Sometime, we tend to be bothered by our staffs reaction towards certain incidents. Your staffs may have different coping style when it comes to the same scenario happened around them that eventually lead to different result. Have you ever wonder why your staff can be even angry towards someone who says "sorry" to them while others do not react the same way. By looking behind the scene, it could link back to their past. This is a very good training that provides a great deal of knowledge and insights that are vital for your staffs to understand themselves better - Transformation Inside-Out



## Topic 2: The Iceberg: Understand Human Inner Voice & Yearnings

Sometimes, your staff may feel excited, anger, uncomfortable and even burst into tears under certain circumstance while others responded different way. The negative energy is haunting them. We understand how it feels, it must be difficult for them to handle this negative emotion alone.

Now, through this program, you can acquired an understanding of the Concept of EQ vs the traditional IQ and understand what caused the emotional outburst in your staff.



## Topic 3: The Tree - Family of Origin & Its impact at work

We all come into the world with intrinsic and equal worth. However, as we are born into a family, our parents, being the primary caretakers, shape our self worth, our belief system and perceptions of the world.

So, the question of self worth is not whether we have it, but how we manifest it. Through this training, you will understand how your staff has been shaped during his/her brought up.



## Topic 4: The Journey: Understand How the Past Shape a Person

We all come into the world with intrinsic and equal worth. However, as one grow up in life, one will encounter challenges and hence form certain conclusions and decisions that may help or hinder the future of the individual.

As a HR, when you are able to understand how this life script is formed, you will be able to work the staff and reshape and paradigm shift the staff's believe system and perceptions to help the staff to transform.



## Topic 5: The Rainbow: Discovering the Internal Resources for motivation

The focus of this program is based on Satir's Transformational Therapy which aimed to bring about transformational, energetic change. Satir's uniqueness is the intrapsychic and interactive components of therapy that aids to enhance self transformation.

Through this program, you will learn how to effectively find and identify the inner resources of your staff, reconnecting these resources for the staff hence charging energy inside out, making them feel confident and equipped to deal with any new challenges ahead at work.



## Topic 6: The Mandala: The 8 Elements to Healthy Human Growth

The Satir's Mandala is based on the philosophy where your staff's self are a composition of many different parts and that each of these parts have to be nurtured everyday in order for your staff to feel contented and fulfilled.

This is an excellent tool as you will learn how to help your staff to be more aware of who the person is and what this person needs to address in order to practice good self care.

# HR & Psychology

## BUILDING & MANAGING TALENTS

APPLIED People has more than 16 years training experience with extensive international intellectual resources where we worked closely with organisations, in China, USA, Singapore, Malaysia, Brunei and others to conduct many choices of structured leadership program where UPDATED + PRACTICAL industry leading enterprise management skills, methods and leadership tools. We combined our psychology expertise with management skills to provide fruitful insights to our clients.

### Quality Policy

We strive to continuously improve our training programs in order to uphold the practicality and relevance of the training topics; ensure delivery style adhere to adult learning principles by creating a safe and positive climate to encourage openness in learning



### Mr Bryan Ng

An International Trainer with a Unique Combination of Business + Management + Finance + Psychology Expertise!

**Mr Bryan Ng, Chun Seong** (MSc Mngt Psychology (UK), CA, CIMA, MSP, Satir), BSc(Hon)(UK) Acct & Fin Mngt, has extensive management and financial experience and was a Corporate General Manager of a Trading House. He has been conducting training for professionals nationally and internationally in transformational leadership for the past 15 years.

### Mr Albert Ng

**Our Senior Coach with a Unique Combination of Sales + Management + Psychology Expertise!**

Mr Albert Ng has a vast range of working experience ranging from working as a Chemist focusing mainly on detail analysis and report writing to eventually Sales and Marketing. His strong laboratory experience, sharp observation and analysis coupled with his strong mastery with facts made him a unique Business Development Manager.

**APPLIED**

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