



Your Workshop Leader

Anastasia
Ellerby

Over the past seventeen years more than 1,000 participants from top companies have attended Strategic Staffing workshop conducted by Anastasia and her team . For the first time delegates in this region will benefit from Anastasia. Anastasia's ability and her presentation style has made her as most sought after speaker in the area of Human Resource management in Australia.

14th (Tue) & 15th (Wed) June 2005, Sheraton Imperial, Kuala Lumpur

A Sold-Out workshop in Australia. First workshop in Malaysia

Highly Interactive - Limited to 35 seats only !!

WORKFORCE PLANNING

The Strategy Behind Strategic Staffing

Workshop **1**



Your Workshop Leader

Anne
Thornley-Brown

For the past twenty years Anne Thornley-Brown has worked with executives, managers and

professionals in six countries(Malaysia, Singapore, India, Thailand, Jamaica, Canada). During the past 6 years, Anne has toured Asia 7 times and trained executives, managers and HR professionals throughout Asia to hone interviewing skills and improve their effectiveness. Anne has never failed to receive impressive feedbacks from her participants. Anne has conducted in house training for Permodalan Nasional Berhas (PNB), Penang Port and OCBC Bank in Malaysia.

Petronas, Malaysian Airlines, Digi, Mobil/Exxon, and Dell Computers are among the organisations that have sent delegates to her sessions in Asia. Anne designed and executed the behavioural interviewing strategy at Bell Mobility. For over 4 years, she helped their vice-presidents, directors and managers in finance, engineering, sales and marketing improve their hiring decisions.

16th (Thu) & 17th (Fri) June 2005, Sheraton Imperial, Kuala Lumpur

Anne has conducted over 15 workshops in Asia Pacific

Highly Interactive - Limited to 32 seats only !!

COMPETENCY BASED INTERVIEWING

Eliminating the Risk of Hiring Wrong Candidates

Workshop **2**



Presented by expert speakers from:



For further details, please contact
Tel: (603) 9206 9000
Fax: (603) 9281 1176
or email: fik@fikintl.com
www.fikintl.com

WORKFORCE PLANNING

The Strategy Behind Strategic Staffing

14th (Tue) & 15th (Wed) June 2005, Sheraton Imperial, Kuala Lumpur

Workshop structure

Workshop **1**

Anastasia apply an integrated, four-step process to workforce planning with presentations leading delegates through:

1 Scenario planning
Techniques to develop scenarios for future activity in accordance with the organisation's strategic plans and relevant external information.

2 HR strategy development
Developing strategies to bridge any demand-supply gaps between "need" and "have".

3 Demand forecasting
Estimating demand for, number and type of employees for each scenario (how many and what sort of people will we need?).

4 Supply forecasting
Making workforce supply forecasts on the basis of internal and external workforce data (how many and what sort of people will we have?).

Day ONE

"A workforce plan that is carefully designed and executed transforms the staffing function from a "vacancy-filling" role to one that continually ensures alignment between an organization's human capital and its strategic goals. This not only improves employee utilization, but also the company's overall effectiveness and competitive positioning."

Topics covered include:

- strategic HRM
- developing an integrated HR planning framework
- identifying key workforce planning activities
- linking HR planning with corporate and strategic business planning processes
- HR planning roles and responsibilities
- case application – identifying strategic business issues impacting future workforce requirements.

Day TWO

The most important part of Strategic Staffing can also be the most difficult. Anastasia will provide workable tools and strategies to overcome them. Do not miss this workshop, join and network with a high profile delegates and take back applicable case studies.

The emphasis on day two is on practical skills and techniques for workforce planning.

Scenario planning

- Forecasting for the future

Demand forecasting

- Forecasting job roles and skills
- Qualitative techniques for forecasting
- Quantitative Techniques
- Case study application

Supply forecasting

- Workforce profile analysis
- Tools and sources of HR supply data
- Undertaking a supply forecast

Strategy development

- Using outcomes to develop HR strategies

Project planning and getting started in human resource planning

Participant action planning

WORKFORCE PLANNING

The Strategy Behind Strategic Staffing

14th (Tue) & 15th (Wed) June 2005, Sheraton Imperial, Kuala Lumpur

ABOUT YOUR HIGHLY EXPERIENCED WORKSHOP LEADER

Workshop **1**



Anastasia Ellerby

With over 12 years as an HR practitioner and Consultant, Anastasia's leadership and guidance has assisted HR Executives from a range of organisational structures and industries, with an array of human capital challenges: from workforce analytics to workforce planning; human capital ROI to strategic HR management; KPI analysis to problem evaluation and advice. Presenting both in Australia & overseas, Anastasia's ability and style is a testament to her high delegate ratings, receiving comments from delegates such as: "Anastasia had a very broad knowledge and great depth – she really knew her stuff!", "fantastic presenter!", "definitely knowledgeable in the subject". In recent years Anastasia has led the growth and development of InfoHRM building the client base and sophistication to attain the finest all-in-one HR Analytics Program in the world. Anastasia is a graduate of Business from Griffith University and Bond University, where she received her MBA with Distinction and is a member of AHRI and the Institute of Management Consultants.

WHAT SOME OF ANASTASIA'S PARTICIPANTS HAVE TO SAY ABOUT HER WORKSHOP:

"High quality, very knowledgeable trainer"

"Great group. Practical applications which can be applied"

"Clarified how wfp can be implemented within my organisation in a very practical way. Thank you!"

"Good value for time spent especially in discussing various cases"

"Technical content was excellent"

"Enjoyed it. Our HR director will be very pleased with the possibilities and emphasis on hard numbers/solutions associated"

"An excellent practical investigation of pitfalls and benefits of Workforce Plannig. Using case study was useful; built on knowledge"

Who should attend

This workshop provides essential workforce planning skills for HR practitioners responsible for or involved in establishing or upgrading HR planning or workforce planning processes. HR functional specialists or line managers also benefit from attendance, with many HR generalists attending this workshop because of the impact HR planning has on their specific areas.

COURSE TIMING

08:30 Registration
09:00 Workshop begins
10:30 Morning refreshment
01:00 Luncheon
02:00 Workshop resumes
03:30 Afternoon refreshment
05:00 End of Workshop

COMPETENCY BASED INTERVIEWING

Eliminating the Risk of Hiring Wrong Candidates

16th (Thu) & 17th (Fri) June 2005, Sheraton Imperial, Kuala Lumpur

Workshop **2**

Two Day Version

Pre - Course Self- Study Module (**Essential**)

Day **1**

Coffee

Rapid Warm Up

Introduction & Questions

The Interview Video - Part 1

Traditional Interviews vs Behavioural Based Approach

The Interview Video - Part 2

Break

Designing Interviews

Competencies

- Technical
- Performance Skills
- Technical
- Performance Values

Mini- Break

Pick 4 Practice Session

Lunch

Behaviour vs Personality

Wrongful Dismissal Trial Simulation
Debriefing

Interviewing Skills

Interviewing Skills Drill - Part 1

Break

Interviewing Skills Drill - Part 2

Interview Planning Session

End of Day 1

“ This workshop is packed with interviewing skills, role plays and activities which you can apply immediately once you leave the workshop. Anne’s competency-based interviewing is a program that has been used effectively by hiring managers and supervisors to refine and hone their skills in making more successful hiring choices. Those involved in interviewing process cannot effort to miss this workshop. ”

Day **2**

Coffee

Review & Recap
Questions

“More than a Gut Feeling” Video

Individual Interview Prep.

Individual Interviews

Break

Interview Planning Session

Lunch

Panel Interview 1

Break

Panel Interview 2

Skills Assessment

Skills Assessment Group Exercises

Competency Assessment

Competency Assessment Group Exercises

Questions

Feedback

Course Ends

COMPETENCY BASED INTERVIEWING

Eliminating the Risk of Hiring Wrong Candidates

16th (Thu) & 17th (Fri) June 2005, Sheraton Imperial, Kuala Lumpur

ABOUT YOUR HIGHLY EXPERIENCED WORKSHOP LEADER

Workshop **2**

Anne Thornley-Brown



Anne Thornley-Brown, founder and President of The Training Oasis, Inc., has over 20 years of design, development, facilitation, and consulting experience. Anne has an MBA from York University. Before starting The Training Oasis, Inc., Anne designed and executed the management development strategy for Bell Mobility and VIA Rail Canada Inc.'s Toronto Maintenance Centre, a technical environment. Anne has conducted Competency Based interviews to help Clearnet build its continuous learning team from the ground up. She provided coaching and consulting to help Bell Mobility's executives, directors and managers sharpen their interviewing skills.

Anne will make available to your team the expertise garnered through over 11 years in the wireless communications industry. Anne has worked with Telus Mobility/Clearnet, Bell Mobility and Bell Canada. In the last six years Anne has conducted numerous full-house interviewing workshops. She has also trained over 1000 executives and managers in Malaysia, Singapore, India, Thailand, Jamaica and Canada to improve their selection decisions through Competency Based Interviewing and Behavioral Based Interviewing.

Anne's unique approaches have been profiled in the Globe and Mail newspaper, ASTD's Technical Training Magazine, Professional Administrator, a magazine for executives, Computing Canada, The Training Report newspaper, and Accelerated Learning Network News.

WHAT ANNE'S PAST PARTICIPANTS AROUND THE GLOBE SAY ABOUT HER WORKSHOP:

"I found the course very informative. I improved my interviewing skills tremendously by applying the techniques I learned."

Assistant Manager, HR OCBC Bank (Malaysia)

"... by far the most practical course I have ever taken."

Director, Product Logistics, Marketing Bell Mobility (Canada)

"The emphasis on practicing the skills learnt, though at times painful, was very useful. Ultimately I was left with a feeling of having done a good beginning....Anne has an excellent grasp of the subject. The expert in her really commanded my respect."

LTITL (India)

Anne has a lot of experience in interviewing skills and her experience has been very useful for me. I like the way the workshop was conducted - very personalized with lots of hands on practice. I really liked the snack pack energizers which contained a lot of things to keep my energy level high.

Higher Executive Officer Power Grid Ltd. (Singapore)

"[We] have been using this method to interview candidates for ... one year now and have found it to be most effective. "

Customer Service Manager Bell Mobility (Canada)

Research has indicated that "gut-feeling" interviews have less than a 50% accuracy in identifying the best candidate. Can your organization afford such a risk?

WHO SHOULD ATTEND

Recruiting Managers, Heads of Division, Human Resource Professionals, Compensation & Benefit Managers, CEO, General Managers, Training Managers and any managers involved in selection process

COURSE TIMING

08:30 Registration
09:00 Workshop begins
10:30 Morning refreshment
01:00 Luncheon
02:00 Workshop resumes
03:30 Afternoon refreshment
05:00 End of Workshop