

HR FOR NON- HR MANAGERS

Managing People With
Confidence And Clarity

**GROW YOUR TALENT,
GROW YOUR ORGANISATION.**

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About this course

This two-day practical programme is designed to equip non-HR managers with essential HR knowledge and people management skills required to lead teams effectively. Managers will gain a clear understanding of their HR-related responsibilities, learn how to manage performance, handle workplace issues professionally, and support employee development while staying aligned with organisational policies and best practices. The programme focuses on real workplace scenarios, providing managers with structured tools, practical frameworks, and confidence to manage people matters competently without needing to be HR specialists.

Who Should Attend?

1. Line Managers and Functional Managers
2. Department Heads and Assistant Managers
3. Team Leaders and Supervisors
4. Technical or Operational Managers with people management responsibilities
5. Newly promoted managers transitioning from individual contributor roles

Learning Outcomes

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

1. Understand the manager's role in supporting HR practices and policies
2. Conduct basic performance evaluations and development conversations confidently
3. Manage workplace conflicts and people issues professionally and fairly
4. Support onboarding, probation, and employee engagement effectively
5. Balance team performance expectations with people development needs



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HR FUNDAMENTALS EVERY MANAGER MUST KNOW



MODULE 1, 2

1. Understanding HR from a Manager's Perspective

- Fundamentals of HR in the organisation
- How HR supports business performance
- Manager responsibilities vs HR responsibilities

2. Managing Performance Without Being HR

- Setting clear performance expectations
- Monitoring employee performance
- Documenting performance issues
- Contributing to the performance appraisal process



MODULE 3, 4

3. Giving Feedback and Managing Difficult Conversations

- Giving constructive feedback
- Managing underperformance
- Conducting sensitive conversations
- Communicating with professionalism and empathy

4. Onboarding, Probation & Setting Employees Up for Success

- Managing new joiners effectively
- Conducting probation check-ins
- Clarifying expectations and performance standards



APPLIED PEOPLE MANAGEMENT SKILLS FOR MANAGERS



MODULE 5, 6

5. Handling Workplace Conflicts and People Issues

- Identifying early signs of workplace conflict
- Addressing people issues before escalation
- Applying basic conflict resolution techniques

6. Understanding Performance vs Potential

- Differentiating performance and potential
- Identifying high performers and high-potential employees
- Supporting employee development
- Avoiding common biases in people decisions



MODULE 7, 8

7. Motivating, Engaging & Developing Your Team

- Motivating team members
- Supporting individual development
- Aligning personal goals with team and organisational objectives

8. Working Effectively with HR

- Knowing when to handle issues directly
- Knowing when to escalate issues to HR
- Best practices for documentation
- Effective communication and collaboration with HR



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SCAN QR CODE FOR DETAIL INFO



RICHWORKS CORPORATE TRAINING SDN BHD

No.77 Jalan Badminton 13/29 Seksyen 13
40100 Shah Alam, Selangor. Tel : **+6010 244 4322**

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