

## 360 Workforce Planning – Covering Every Angle

Effectively Forecasting and Managing Future Workforce Efficiency  
Demand Supply and Sustainability in Your Organisation



**HONG KONG**

**20-21 JUNE 2019**

**KUALA LUMPUR**

**24-25 JUNE 2019**

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See Page 6 for more details.

### LEARN HOW TO

1. Understand why a quality Workforce Planning program is key to the success of the organisation and HR function
2. Boost the success rate of your Workforce Planning program by exploring essential pre-requisite factors
3. Capture and populate workforce-related forecasting templates relating to turnover, bench-strength and depth etc.
4. Forecast and manage labour demand in line with future business and occupational trends
5. Apply the labour demand process to actual situations through a series of structured practical exercises
6. Optimise your labour efficiency and staff ratios by planning and utilising your people systematically
7. Develop a consolidated workforce resourcing plan at the least cost and risk to the organisation
8. Plan for the long term by determining your required level of labour viability and sustainability
9. Measure and evaluate ongoing performance and effectiveness through regular exception reporting and scorecards

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[www.hr-masterclass.net](http://www.hr-masterclass.net)

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## ABOUT YOUR COURSE TRAINER

### Stephen Moore

*Founder and Managing Director, Moore HR Pty Ltd based in Melbourne, Australia*

- Served as a senior HR practitioner for over 40 years in the automotive, aviation, hospitality and retail industries, particularly as Former HR Director at Crown Perth and General Manager of Employee Relations at Coles Group Australia, as well as HR roles in Qantas and Ford Motor Company
- International expert, trainer and strategic consultant in Workforce Planning Strategy and Analytics, and has conducted many training sessions and workshops in the Asia-Pacific region
- MBA and Post-Graduate Course Lecturer at Deakin University, Australia on People Analytics
- Worked with numerous organisations in Singapore, Malaysia and Hong Kong, among which included the Hong Kong Institute of Human Resources Management (HKIHRM) for over 6 years, as well as many others in Asia, Australia, New Zealand and South Africa



## PAST TESTIMONIALS OF THE COURSE TRAINER

“This course has a clear structure, practical methodology as well as useful tools and examples that are able to help me greatly in my work.” – *Senior Manager Total Rewards, Avery Dennison*

“Stephen is an astute, strategic, business thinker with a wealth of knowledge around HR. He is able to deal with diverse clients, builds excellent relationships and is one of the few people who gets the importance of people strategies and metrics to the business.” – *People and Culture Partner, Deloitte Asia-Pacific*

“The trainer made use of his vast experience in HR to present a very engaging and informative session.” – *Assistant Vice President, Khazanah Nasional Berhad*

“Stephen is an experienced professional with the ability to apply theory into practical examples in many different structures and organisations. We are happy to join the course and gain deep insights from it.” – *Vice President Strategic Analysis, Venetian Macau*

## COMPANIES THAT HAVE BENEFITED FROM STEPHEN'S EXPERTISE

- Avery Dennison
- Continental Tyres Malaysia
- Deloitte Asia-Pacific
- DFS Group
- Digi Telecommunications Malaysia
- F&N
- Hitachi
- Khazanah Nasional Berhad
- Li & Fung
- Novartis Asia
- PepsiCo
- Prudential Asia
- RHB Bank Malaysia
- Roche Singapore
- Shangri-La Hotels and Resorts
- Singapore Post
- Singapore Power Group
- The Daily Farm Company
- The Financial Times
- Venetian Macau
- Zurich Insurance

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## WHY YOU SHOULD ATTEND

**“The No. 1 threat to organisations’ growth prospects is the availability of key skills, as viewed by CEOs in the Asia-Pacific region.”**

- *PwC Annual Global CEO Survey, 2018*

The top pressing issue causing concern to Asia-Pacific CEOs has everything to do with manpower. Coming under increasing pressure from stakeholders to demonstrate accountability and return on investment, CEOs must seek out new ways to improve efficiency and effectiveness in order to ensure their companies’ ongoing viability and sustainability.

With such a pressing need on their business agendas, companies should not only have a comprehensive HR strategy in place to achieve a measurable return on their employees, they should also be looking at the sustainability of their workforce, with a commitment to plan for the long term. Workforce Planning aims to fulfil strategic long-term business objectives, and goes a long way in ensuring continued confidence and support from both internal and external stakeholders, failing which could prove to be severely detrimental.

Despite generally making up an average 60% of annual operating expenditure, many companies have not been managing their labour costs well because insightful workforce planning and data reporting have been a low priority or area of accountability within many HR departments.

A holistic workforce planning strategy can therefore be formed to inform and guide business decision-making towards the future. Led by internationally-renowned workforce planning and analytics expert from Australia, Stephen Moore, this two-day interactive workshop provides the best opportunity for delegates to explore how companies can execute workforce planning in a practical and effective way.

## WHO SHOULD ATTEND

Vice Presidents, Directors, Managers and Team Leads of the following functions:

- Human Resources
- Workforce Planning
- HR Business Partnering
- Compensation & Benefits
- HR Analytics
- Talent Management
- HR Generalists

All other professionals/business stakeholders involved in workforce planning

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# COURSE OUTLINE - DAY 1

| TIME     | AGENDA   |
|----------|--|
| 8.45 am  | <b>Registration</b>  |
| 9.00 am  | <b>1. The Compelling Business Case</b><br><br>Considering the impact and contribution a quality Workforce Planning program can make to the overall organisation and the Human Resources department too.<br><br><b>2. Critical Success Factors of Workforce Planning</b><br><br>Exploring our range of essential pre-requisites that will improve your success rate: <ul style="list-style-type: none"><li>• HR department capability and alignment</li><li>• Program governance and facilitation</li><li>• KPI selection and data capture</li><li>• Reporting formats and presentation</li><li>• Reporting evaluation and interpretation</li><li>• Reporting translation and communication</li></ul> |
| 10.30 am | <b>Break</b>   |
| 10.45 am | <b>3. Workforce Planning People Analytics – Essential Reporting Requirements</b><br><br>Capturing and populating workforce-related forecasting templates: <ul style="list-style-type: none"><li>• Workforce headcount</li><li>• Workforce turnover</li><li>• Workforce labour market growth</li><li>• Workforce recruitment</li><li>• Workforce bench-strength and depth</li><li>• Workforce demographics</li><li>• Workforce diversity</li><li>• Workforce equity</li></ul>   |
| 12.30 pm | <b>Lunch</b>   |
| 1.30 pm  | <b>4. Workforce Planning – Forecasting and Managing Labour Demand</b><br><br>How many people will your organisation need next year, or the year after? How many people will leave and need to be replaced? Do occupations exist that will decline or become obsolete? How about new occupations that have never been contemplated before? How can you establish consolidated budgets and exception reporting?  |
| 3.00 pm  | <b>Break</b>   |
| 3.15 pm  | <b>5. Workforce Planning – Applying the Labour Demand Process</b><br><br><i>Group Activity:</i> Applying the labour demand process through a series of structured practical exercises  |
| 5.00 pm  | <b>End</b>   |

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## COURSE OUTLINE - DAY 2

| TIME     | AGENDA  |
|----------|---|
| 8.45 am  | <b>Registration</b>   |
| 9.00 am  | <b>6. Workforce Planning – Forecasting and Managing Labour Efficiency</b><br><br>How efficient is your organisation in scheduling and utilising your people? Do you have the right mix of labour hours? Do you have embedded casual or overtime hours? Are you using external contractors to fill vacant positions? How do you manage annual leave/personal leave replacements? How do you manage staff ratios and supervisory responsibilities? How do you manage workforce agreements?        |
| 10.30 am | <b>Break</b>  |
| 10.45 am | <b>7. Workforce Planning – Forecasting and Managing Labour Supply – Chain and Continuity</b><br><br>How can you develop a consolidated workforce resourcing plan that delivers the right people at the right time at the least cost and risk to the organisation?<br><br><i>Group Activity:</i> Developing an integrated strategy for a designated high-risk job family   |
| 12.30 pm | <b>Lunch</b>  |
| 1.30 pm  | <b>8. Workforce Planning – Forecasting and Managing Labour Viability and Sustainability</b><br><br>How can you identify and prepare for an ageing workforce? How about dramatic increases in workforce expenditure and viability? How can you identify and prepare for increased workforce immigration and diversity? How about identifying and preparing for changing workforce environmental factors?<br><br><i>Group Activity:</i> Developing an integrated strategy for an ageing workforce |
| 3.00 pm  | <b>Break</b>  |
| 3.15 pm  | <b>9. Workforce Planning – Measuring and Evaluating Ongoing Performance and Effectiveness</b> <ul style="list-style-type: none"><li>• Designing and implementing regular exception reporting</li><li>• Designing and implementing annual performance scorecards</li></ul>   |
| 5.00 pm  | <b>End</b>  |

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# REGISTER NOW

| WORKFORCE PLANNING AND PRODUCTIVITY                 |  |   |  |
|---|--|---|--|
| Location  | Hong Kong  | Kuala Lumpur  | Singapore  |
| Dates   | 20-21 June 2019  | 24-25 June 2019   | 27-28 June 2019  |
| Price Per Person                                    | <p>Early Bird:<br/><b>HKD 10,888</b><br/>(on or before 20 May)</p> <p>Regular:<br/><b>HKD 12,000</b><br/>(after 20 May)</p>  | <p>Early Bird:<br/><b>USD 1,100</b><br/>(on or before 20 May)</p> <p>Regular:<br/><b>USD 1,500</b><br/>(after 20 May)</p>   | <p>Early Bird:<br/><b>SGD 2,000</b><br/>(on or before 20 May)</p> <p>Regular:<br/><b>SGD 2,300</b><br/>(after 20 May)</p> <p>*Excluding GST</p>  |
| Contact Person for Registration and Group Discounts | <p><b>[Hong Kong]</b><br/><b>Ryan Ciceron</b><br/>Project Manager<br/>Tel: +65 6423 0329<br/>Email:<br/><a href="mailto:ryanc@humanresourcesonline.net">ryanc@humanresourcesonline.net</a></p>   | <p><b>[Kuala Lumpur]</b><br/><b>Reggie Ola</b><br/>Project Manager<br/>Tel: +65 6423 0329<br/>Email:<br/><a href="mailto:reggieo@humanresourcesonline.net">reggieo@humanresourcesonline.net</a></p> | <p><b>[Singapore]</b><br/><b>Adrian Ray</b><br/>Project Manager<br/>Tel: +65 6423 0329<br/>Email:<br/><a href="mailto:adrianr@humanresourcesonline.net">adrianr@humanresourcesonline.net</a></p> |
| Important Things to Note                            | <p><b>MANDATORY: This is a computer-aided course. All delegates are required to bring along their own Windows laptops to participate in Excel data analysis exercises.</b></p>   |   |  |
| Rebates under Government Schemes                    | <p><b>Malaysia</b> – Under the Human Resources Development Fund (HRDF), registered employers can claim rebates for trainings conducted by an overseas trainer/ training provider. For more information, please visit <a href="http://www.lighthousemedia.com.sg/HRMY_HRDF.pdf">http://www.lighthousemedia.com.sg/HRMY_HRDF.pdf</a></p>   |   |  |
| Amendment / Cancellation Policy                     | <ol style="list-style-type: none"> <li>All bookings are final.</li> <li>Should you be unable to attend, a substitute delegate is welcome at no extra charge.</li> <li>HR Masterclass Series cannot provide any refunds for cancellations.</li> <li>HR Masterclass Series reserves the rights to alter the programme without notice, including the substitution, amendment or cancellation of trainers and/or topics.</li> <li>HR Masterclass Series is not responsible for any loss or damage as a result of a substitution, alteration, postponement or cancellation of the event.</li> </ol> |   |  |

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## ABOUT HR MASTERCLASS SERIES

As the training division of *Human Resources*, HR Masterclass Series takes a proactive role in organising a regional series of public and in-house training courses across Asia. Together with our conferences and awards shows, these courses form part of a complete suite of events specifically tailored for senior HR professionals.

Courses are conducted in a personalised and interactive workshop setting with practical case studies and exercises from our expert trainer. Delegates will take away global best practices, fresh ideas and customised solutions for implementation back in their organisations.

HR Masterclass Series is committed to being a trusted learning partner of HR practitioners throughout Asia.

### Past HR Masterclass Series Delegates were from:

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- Singapore National Eye Centre
- Singapore Press Holdings
- SMCP Hong Kong
- SME Bank Malaysia
- StarHub
- Suntec Singapore
- Telekom Malaysia
- Tenaga Nasional Berhad
- The Walt Disney Company
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