

CHRP



CERTIFIED HR PROFESSIONAL (CHRP) PROGRAM

Public or In-house Competency Development Programs (CDP) that are Performance Driven



KC Yan

Jointly awarded by ITD World (Institute of Training & Development) & ARTDO International

Incorporating 5 contemporary courses:

- Strategic Role of HR
- Staffing and Employment
- Change Management and Organization Development
- HR Performance Management
- Human Resource Development



ITD WORLD

The Global Leadership Development Expert

A Message from President Emeritus, ARTDO International



HR professionals across the globe need opportunities for continuing competency development, especially in the crucial area of strategic HR management. Most HR professionals enter the profession without benefit of rigorous competency development in HR. Entry-level jobs are either characterized as generalist positions in small firms or specialized roles in larger firms. Both generalists and specialists would benefit from greater breadth and depth in HR, especially the contemporary, strategic, global and performance roles of HR.

ARTDO International's basic philosophy is "to help others help themselves". So, in collaboration with the Institute of Training and Development (ITD) and Dr. Donald Ford, the unique "Certified HR Professional" (CHRP) program was developed to bridge the gap between the increasing expectations of the business world and the number of professional HR practitioners currently available.

Organizations demand bottom-line results and quantifiable quality outputs from qualified HR professionals that are capable of sitting at the management table as key strategic business partners. To fulfill this need, ARTDO International has undertaken a timely and positive step forward to accredit HR practitioners who have undergone a rigorous program based on a well-developed methodology to bring out the best in them. Combining ARTDO's extensive resources, ITD's training and development talents and the cutting edge expertise of Dr. Donald Ford, the CHRP program marks a significant milestone in the field of developing true HR professionals

Many people can claim to be a HR practitioner but to stand above the rest, one must be a true Certified HR Professional.

On that note, I wish you great success in the journey through the exciting world of Human Development. Indeed, the best is yet to come.

Dato' Dr. Thomas K. H. Chee
President Emeritus,
ARTDO International

Who Should Attend

The primary target audience for the CHRP program has the following characteristics:

- Three years or more of HR experience
- Bachelor degree or equivalent in business, HR or related fields
- Individual contributor or HR supervisor/mid-level/senior-level manager
- Committed to a long-term career in HR
- Generalist knowledge of the HR field OR specialization in one HR discipline

This program is also suitable for line managers who have significant HR and staffing responsibilities and who want to improve their ability to manage human resources within their scope of operations.

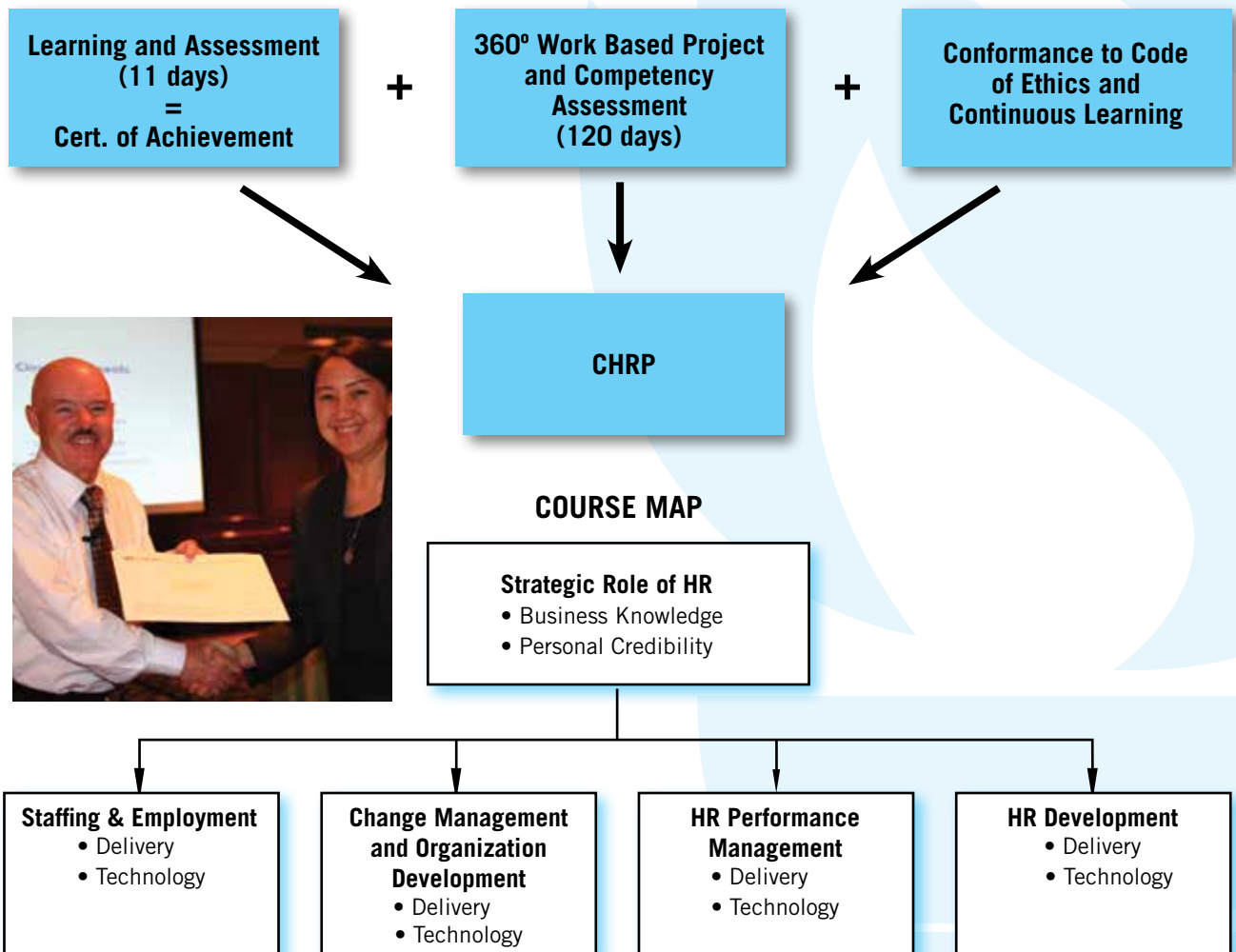
The CHRP Program

INTRODUCTION

The Certified HR Professional designation recognizes individuals who have completed the CHRP Program. ARTDO International and all of its member organizations recognize that those individuals so designated possess the competencies expected of a HR practitioner.

The Certified HR Professional (CHRP) Program is offered by the ARTDO International and the Institute of Training and Development (ITD). The award is given upon the satisfactory completion of a five-module competency-based skills development program which lasts for eleven days and the submission of a set of required certification reports indicating the demonstration and application of the set of HR competencies in an actual work-related setting within a one hundred and twenty day post-training assessment period.

Participants are expected to satisfactorily perform the tasks of a HR Professional using the set of competencies specified by ARTDO International and ITD in addition to conforming to a code of ethics and commitment to continuous learning.



The CHRP Program (cont'd)



COURSE OUTPUTS

HR professionals will be able to achieve marked improvement in the following areas after completing and meeting the standards required of this certification program:

1. Business partnerships established with key stakeholders
2. The right people recruited, hired, transferred and promoted to the right jobs
3. Employees motivated to achieve organizational goals
4. A competent workforce achieving high performance
5. Employee involvement, commitment and corporate citizenship



TERMINAL PERFORMANCE OBJECTIVES:

At the end of the program, participants will be able to perform the following:

1. Identify the roles of Human Resources in the modern organization
2. Establish a strategic role and business partnership for HR
3. Conduct effective recruiting, staffing and selection activities
4. Conduct effective performance management
5. Design and implement compensation systems
6. Design and implement benefits systems
7. Design and implement performance appraisals
8. Deep understanding organizational and business logics driving organization success
9. Able to apply appropriate OD tools and frameworks to analyze and recommend change needs of the firm
10. Be an internal OD and change management consultant using 7Cs consulting process
11. Business partnering strongly anchored on the following HR professional competencies
12. Implement effective workplace training and development program
13. Manage organizational change and renewal
14. Implement effective career development programs

CURRICULUM PLAN:

The Certification will include five courses, for a total of 11 days of professional development.

The five courses are:

1. The Strategic Role of HR
2. Staffing and Employment
3. Management and Organization Development
4. Performance Management
5. Human Resource Development

COURSE CONTENT:

1. Strategic Role of HR (Two Days)

- What is HR management?
- Roles and responsibilities of HR professionals
- Strategic versus administrative roles
- Key HR Outcomes and Results
- Organizational expectations of HR
 - Management's expectations
 - Employees' expectations
- Internal consulting – building partnerships with line management
- Strategic planning and HR workforce planning
- Organizational theory, structure and design
- Managing organizational change
- Delivering measurable HR results
- Key business and industry issues
- Aligning HR and business strategy
- Outsourcing HR services
- International/global HR

2. Staffing and Employment (Two Days)

- Workforce planning/forecasting
- Job analysis and design
- Methods of collecting job data
- Writing job descriptions
- Recruiting job candidates
- The role of job applications
- Selection process
- Employment testing
- Interviewing candidates
- Successful interviewing techniques
- Designing structured interviews
- Job placement
- Job promotion and transfer
- Talent management
- Workforce flexibility
 - Temporary/contract labor
 - Consultants
- Employment technology
 - Resume databases
 - Selection testing

The CHRP Program (cont'd)

3. Change Management and Organization Development (Three Days)

- Define the terms Change Management (CM), Organization Development (OD) and Appreciative Inquiry (AI)
- Describe how to make the business case for change management, Organization Development and Appreciative Inquiry
- Make the case for systematic approaches to change management rather than ad hoc, idiosyncratic approaches
- Describe strategic models to drive change management
- Review the Action Research Model (ARM), the best-known model to guide OD
- Review the Appreciative Inquiry Model (AIM), a strengths-based approach to change
- Examine how to use approaches to apply models to guide change management, OD and Appreciative Inquiry
- Prepare an action plan for implementation

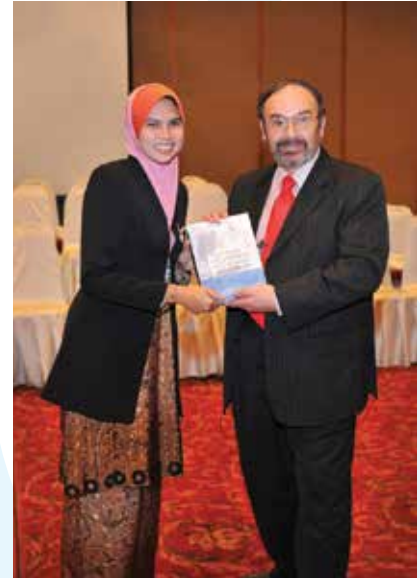
4. HR Performance Management (Two Days)

- Basics of performance management
- What is high performance?
- Establishing pay plans
- Establishing pay rates
- Pricing jobs & external equity
- Establishing pay structures & internal equity
- Pay for performance plans
- Benefits
 - Paid time off
 - Insurance benefits
 - Retirement benefits
 - Employee services & fringe benefits
 - Cafeteria benefit plans
- Performance appraisals

- Appraisal methods
- Appraisal forms and documentation
- Appraisal meetings and discussions
- Coaching for improved performance
- Performance management technology
 - HR information systems
 - Benefits intranets
 - Compensation spreadsheets

5. Human Resource Development (Two Days)

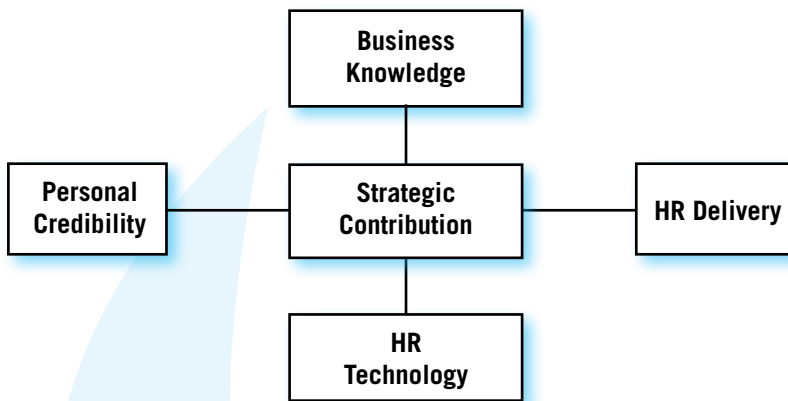
- Training process
- New hire orientation
- On the job training
- Classroom training
- E-learning
- Management development
- Analyzing and evaluating training
- Managing organizational development
- Organizational change
- Quality improvement
- Team-based organizations
- Flexible work structures
- Career development
- Succession planning
- Managing promotions & transfers
- HR development technology
 - Needs assessment databases
 - Design and development software tools
 - Learning management systems
 - Learning content management systems



Competencies

HR professionals confront a changing business world that demands new competencies and skills. HR needs to add significant value to organizations and do so at a quick pace. No longer can HR rely solely on administrative or delivery roles. Instead, the focus is shifting to strategic roles and contributions. In recognition of this, HR professional organizations throughout the world have identified new competencies for HR. This includes the Society for Human Resource Management in the U.S., the Chartered Institute of Personnel Development in the U.K. and the Australian Human Resource Institute.

The Society for Human Resource Management (SHRM) has released one of the most comprehensive studies in its latest HR Competency Model, based on over 15 years of research and input from over 25,000 HR professionals. The model identifies five core areas of competence for HR professionals:



Within each of these areas, both SHRM and CIPD have identified the following high-level competencies:

1. STRATEGIC CONTRIBUTION

Competencies:

- Manage organizational culture
- Manage rapid change
- Be involved in business decision making
- Create a customer-focused organization
- Develop value-added strategies for HR
- Conduct strategic assessments of organizations' strengths, weaknesses, opportunities and threats (SWOT)
- Benchmark an organization's HR practices against best practices
- Develop HR strategy to deal with mergers, acquisitions, global alliances and joint ventures
- Develop HR structures and processes that enhance high performance

2. PERSONAL CREDIBILITY

Competencies:

- Build effective work relationships inside and outside the organization
- Generate commitment among key stakeholders to support HR's agenda
- Deliver measurable results
- Establish a reliable track record that is responsive to organizational needs
- Communicate effectively orally and in writing
- Demonstrate emotional intelligence in dealings with others
- Demonstrate a systematic approach to analyzing problems and generating solutions

- Demonstrate innovation in creating (HR services and products)
- Demonstrate commitment to continuous improvement and learning
- Demonstrate high ethical standards of professional behavior

3. HR DELIVERY

Competencies:

- Manage staffing
- Manage development
- Manage organizational structure and change
- Manage HR measurement
- Manage performance management
- Manage employee and labor relations
- Manage legal compliance

4. BUSINESS KNOWLEDGE

Competencies:

- Understand key organizational and industry issues
- Apply business knowledge to make strategic contributions
- Run HR like a business with a profit and loss mentality
- Understand the organization's key value chain and how HR contributes to it

5. HR TECHNOLOGY

Competencies:

- Use HR technology to deliver services
- Use Internet technology to deliver services
- Measure impact of technology on business

Each of the five competency areas will be introduced throughout the courses and used as organizing threads to tie together all the content in a systematic whole.



Learning Resources & Evaluation

Resource Guide

Each participant is provided with the ARTDO International-ITD Resource Guide which includes text book, reading material, techniques, exercises, designs and tips for HR professionals.

Resource Center

Participants may use the resource center at ITD for discussions, research, use of computers and access to the internet.

Electronic Support

Participants and course leaders can continually communicate with one another on-line to exchange notes and share ideas.

Continuous Learning Community

Participants, Certified Professionals and Resource Persons together form a community with ARTDO International and ITD to facilitate sharing, networking and ongoing learning that continuously upgrades HR professional competencies.

Comprehensive Evaluation of Learning and Competencies Leading to Certification:

Certified HR Professional (CHRP) will be awarded by ARTDO International-ITD upon completion of all requirements as follows:

1. Pre-assessment (Level 2 evaluation).
 - a. HR Competency Self-assessment – Participants complete self-assessment prior to starting program to identify areas of strength and development needs.
 - b. HR Learning Evaluation – participants complete a comprehensive learning assessment to determine their baseline of HR knowledge and skills.
2. Successfully complete five courses (A Certificate of Achievement for each course will be issued by ARTDO International-ITD-PENN STATE: Module 3).
 - a. Attendance and participation – attend all five courses - 11 days of instruction and oral feedback (60 hours) (Level 1&2 evaluation).
 - b. Assignments – complete class projects for each course (Level 2 evaluation).
 - c. Learning Evaluation – pass a comprehensive final learning evaluation at the end of the course (Level 2 evaluation).
3. Application of learning -120 days after completion of 5 courses (Level 2, 3 & 4 evaluation).
 - a. HR Projects – Complete two competency based HR projects with 360 degree feedback:
 - Design a strategic HR organizational design for one's own company or complete a strategic HR case study (for externals or job seekers).
 - Complete an appropriate project in one or more of the core areas:
 - Staffing/Employment – design recruiting, selection or placement system.
 - Performance Management – design compensation, benefits, performance appraisal or performance management plan.
 - Human Resource Development – design a training, organization development or career development plan.



- b. Client Testimonials – obtain client proof that project was completed and secure feedback on business value and impact of projects (for external consultants).
- c. Superior/Subordinate/Employee/Colleague Testimonials – obtain feedback from superiors, subordinates, employees or colleagues about the business value and impact of projects (for internal employees).
- d. HR Competency Post-assessment –participants complete another self-assessment to identify personal gains from the courses.
- e. Adherence to Code of Ethics and Commitment to Continuous Learning and development – all certified participants must sign and commit to an HR code of ethics, core values and on-going professional development.

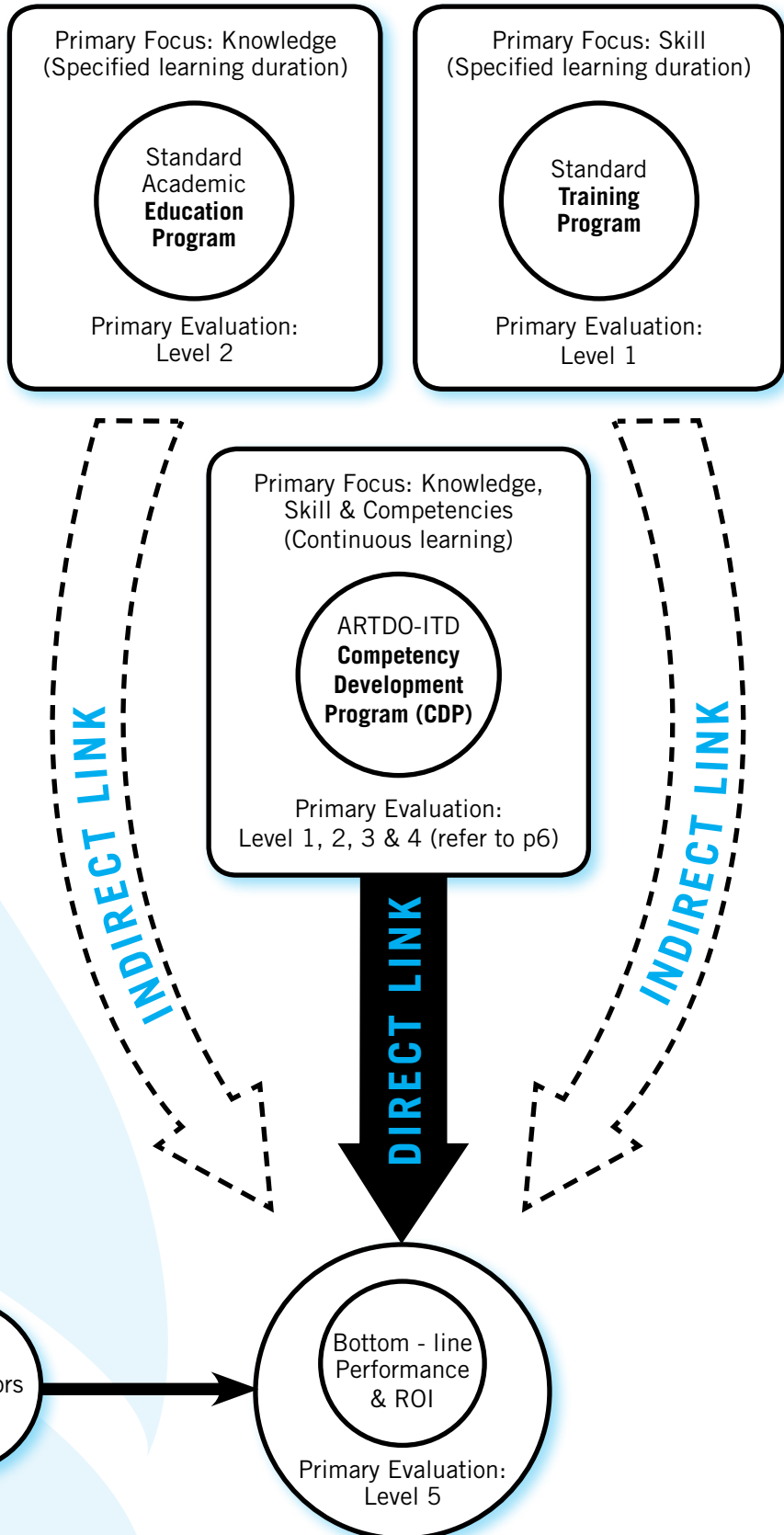
ARTDO International and ITD's Competency Development Program (CDP):

The Key that Connects You to Superior Bottom-line Performance & ROI.

After decades of leadership contribution in the areas of education and training development, ARTDO International and ITD have created this winning Competency Development Program (CDP) that is highly cost effective and clearly differentiated from other programs. It combines the best of education and training plus much more that clearly connects you to bottom-line performance and ROI.

Legend to 5 levels of evaluation

- Level 1 : Reaction to learning program
- Level 2 : Learning assessment
- Level 3 : Application to workplace/behaviour change
- Level 4 : Business impact
- Level 5 : ROI



ARTDO INTERNATIONAL



ARTDO INTERNATIONAL, formerly known as Asian Regional Training and Development Organization was founded in 1974 as an international non-profit NGO umbrella body comprising national training organizations, training and education institutions, HRD practitioners and multi-national companies from over 30 countries. Based in Asia with its Secretariat in Manila, Philippines, ARTDO INTERNATIONAL organizes a major international Management and HRD Conference annually and confers a region-wide annual "Asia-Pacific HRD Award" on outstanding contributors to HRD. It also publishes a reference journal, the "HRD Focus", which is a quarterly newsletter dealing with the latest management and HRD issues and occasional papers on best practices.

Specific objectives

- To assist the formation and growth of training and development organizations and to foster closer relations among these organizations.
- To co-operate with international, private and government organizations and institutions working in the field of HRM and HRD.
- To encourage and sponsor researches and publications designed to meet the training and development needs of the Asia-Pacific region and other parts of the world.
- To upgrade the standards of the HRD profession through a planned programme of education and skills development.
- To serve as an international resource centre for training and development.

Being an ARTDO International member gives you access to a global network of international bodies and organizations. Some of the members of ARTDO international include:

- Institute of Training and Development (ITD)
- Asian Development Bank (ADB)

- Australian Human Resource Institute (AHRI), (Australia)
- Association of Business Executives (ABE, UK)
- Bahrain Society for Training and Development (Bahrain)
- Civil Service Development Institute (Taiwan, China)
- Chinese Society for Training and Development (Taiwan, China)
- Gas Authority of India Ltd (India)
- Hong Kong Productivity Council, Hong Kong (China)
- Indian Institute of Technology-Delhi (India)
- Indian Institute of Management (Kerala, India)
- Indian Society for Training and Development (India)
- Indonesian Personnel Management Association (PMSM), (Indonesia)
- Indovina Bank (Vietnam)
- International I.T.D. Limited (Thailand)
- Intel Technology (M) Sdn Bhd (Malaysia)
- Kaizen Institute of Japan (Japan)
- Motorola Malaysia Sdn Bhd (Malaysia)
- Macau Productivity and Technology Transfer Centre (China)
- Malaysian Institute of Training and Development (MITD)
- National Service Civil Service Institute (Taiwan, China)
- National Institute of Development Administration (NIDA), (Thailand)
- Philippine Society for Training and Development (Philippines)
- Sarawak Shell Berhad (Malaysia)
- Saudi Aramco (Saudi Arabia)
- Singapore Institute of Management (SIM), (Singapore)
- Team International (Cairo, Egypt)
- Tenaga Nasional Berhad (Malaysia)
- Universiti Sains Malaysia (USM), (Malaysia)
- New Zealand Association of Training and Development, (New Zealand)

www.artdointernational.org



Profile of KC Yan



KC Yan is a Human Resource Practitioner with extensive experience in manufacturing and service industry, with a number of leading global MNCs. From a humble beginning, he has reached the top of the career ladder; having achieved significant milestones in different arenas and different roles with different MNCs across the region.

With total 37 years of working experience - during his 19 years of manufacturing experience at Motorola as Production Supervisor; he rose through management hierarchy thru execution excellence and project leadership; cross rotated thru different business units and functional departments: production, supply chain, customer support, materials planning, project & operations management, TQM, 6 Sigma and Kaizen. In his final year as Manufacturing Operations Manager in manufacturing, he was managing approx 600 employees for supporting global customers in Europe, Asia and North America.

KC has managed transcultural business teams including people from Japan, South Korea, People's Republic of China, Hong Kong SAR, Taiwan, Malaysia, Singapore, India, Australia, Thailand, Vietnam, Switzerland, Holland, Germany, France, United Kingdom and USA.

After that KC developed a deep interest to switch to OD/ OE consultancy from manufacturing, during his 18 years of Human Resource or OD experience, he has achieved many major milestones such as cost driven restructuring, talent acquisition, succession planning, policy rationalization, change management, country management for policy regulations, merger & acquisition, set up new performance culture, strategic life cycle talent development and many other strategic projects.

KC holds a Master in Industrial Management degree from University of East Asia, Macau and was also a graduate of Advanced Diploma in Management from Malaysia Institute of Management (MIM). Speaker at a variety of International and Regional Conferences including ARTDO, Center for Creative Leadership, Corporate Executive Board, Conference Board and Conference Board. Part of his passion also is to share of his knowledge, he has delivered programs at diploma level, graduate level and masters level programs for Malaysian Institute of Management (MIM), Institute of Training & Development - now known as ITD World, and also Malaysian Institute of Purchasing & Materials Management (MIPMM). Subjects covered include Human Resource Management, Industrial & Operations Management, Organization Behavior, Management in Action and Strategies for Change. KC has also delivered a wide range consulting projects and in-house training programs.

KC is an action oriented, practical, performance driven HR expert who is both strong in conceptual frameworks and can convert business strategies into executable human capital change initiatives that shows in strategic results. Highly energized, has intellectual bandwidth to deal with new and complex changing business issues and translate into HR solution requirements. Able to zoom in (be data driven and process oriented) and zoom out (engages in strategic insights). Have strong influence skills and able to broker win-win deals in the executive suite.

His ability to facilitate interactive learning sessions and his stories that he shares with his participants has always been memorable. With his extensive experiences, he will be able to share best practices derived from his years of working with different types of industries and organizations.

Certified HR Professional (CHRP) Program

INDIVIDUAL REGISTRATION FORM

FEES AND GENERAL INFORMATION

(Please make copies of this page for registration as required) • Ho Chi Minh City, Vietnam

09-12 May 2016 (4 days)	13-16 June 2016 (4 days)
Module 1: Strategic Role of HR Module 4: HR Performance Management	Module 2: Staffing and Employment Module 5: Human Resource Development
27-28 June 2016 (2 days)	
Module 3: Change Management & Organizational Development	

Event Fee	International
NORMAL FEE	USD 2,150 - 2,350

Payment Details Payments may be made by telegraphic transfer, bank deposit, local cheque

Account name (Pay to)	ITD Vietnam
Account Number	030-70000-03131
SWIFT Code	VIDPVNV5
Name of Bank	VID Public Bank, Ho Chi Minh City Branch
Bank's Address	88 Nguyen Du Street, District 1, Ho Chi Minh City, Vietnam

Kindly ensure that payment is made 2 weeks before the program commencement

Title and name: Prof/Dr/Mr/Mrs/Ms _____

Phone _____ Fax _____ E-mail _____

Mobile _____ Position _____

Organization _____

Address _____

Date _____ Signature _____

Mode of registration:

ITD Penang	Tel: +604-228 3869	Fax: +604-228 6869	E-mail: itdpg@itdworld.com
ITD Kuala Lumpur	Tel: +603-6203 3880	Fax: +603-6203 3830	E-mail: itdkl@itdworld.com
ITD Thailand	Tel: +662-129 3256-9	Fax: +662-129 3253	E-mail: itdbkk@itdworld.com
ITD Vietnam	Tel: +84-8 3825 8487	Fax: +84-8 3825 8483	E-mail: itdhcmc@itdworld.com
ITD Philippines	Tel: +632-887 7428	Fax: +632-844 8874	E-mail: itdmanila@itdworld.com
ITD Singapore	Tel: +65 9737 5109	Fax: +65 6223 6521	E-mail: itdsg@itdworld.com

Replacements and representatives are allowed, however the fees paid are not refundable.



ITD WORLD

The Global Leadership Development Expert



SINGAPORE (HQ for Global R&D)
ITD INTERNATIONAL PTE LTD
7030 Ang Mo Kio Ave 5
#09-90 Northstar @ AMK
Singapore 569880
Tel: +65 9737 5109
Fax: +65 6223 6521
E-mail: itdsg@itdworld.com

MALAYSIA (Head Office)

ITD PENANG
23-A, 23rd Floor Menara Northam
55 Jalan Sultan Ahmad Shah
10050, Penang, Malaysia
Tel: +604 228 3869
Fax: +604 228 6869
E-mail: itdpg@itdworld.com

ITD KUALA LUMPUR
Level 3, Block D, Plaza Mont' Kiara
2 Jalan Kiara, Mont' Kiara
50480 Kuala Lumpur, Malaysia
Tel: +603 6203 3880
Fax: +603 6203 3830
E-mail: itdki@itdworld.com

THAILAND
INTERNATIONAL ITD LTD
128/213 20th A Floor Payatai Plaza
Phayathai Road, Tung Phayathai
Ratchathewi, Bangkok
10400 Thailand
Tel: +662 129 3256-9
Fax: +662 129 3247
E-mail: itdbkk@itdworld.com

VIETNAM
ITD VIETNAM
Pax Sky Bldg., 34A Pham Ngoc
Thach, Ward 6, District 3
Ho Chi Minh City, Vietnam
Tel: +84 8 3825 8487
Fax: +84 8 3825 8483
E-mail: itdhcmc@itdworld.com

PHILIPPINES
ITD CONSULTING GROUP INC
11/F Unit 1108-88 Corporate Centre
141 Valero Street, Salcedo Village
1227 Makati City, Manila
Philippines
Tel: +632 887 7428
Fax: +632 844 8874
E-mail: itdmanila@itdworld.com

Mission

Transforming leaders and changing the world for the better.

Vision

The #1 global leadership development expert.

Core Values (LISTEN):

Love, Innovation, Synergy, Trust, Excellence and Nurture

Competitive Advantage Statement:

ITD World is an award winning Multinational Corporation that provides the world's best leadership development solutions to leading global organizations. We offer comprehensive & innovative solutions that produce superior results.

Core Activities & Resources:

Talent and Leadership Development; Corporate Training and Consulting; Professional Competency Certification; Mega Events and Seminars; Coaches, Mentors and Speakers Bureau; Community Services and Campaigns. Over 238 world-class programs and more than 100 dedicated mega gurus, top international resource persons, trainers, speakers, coaches and consultants from around the world.

Exclusive Mega Gurus:

Dr. John C. Maxwell, Dr. William Rothwell, Dr. Jack Canfield, Dr. Peter Chee, Brian Tracy, Robert Tucker, Thomas G. Crane.

Quality Certification, Awards & Publications:

Winner of the ARTDO International HRD Excellence Award in recognition for outstanding contribution to international Human Resource Development and bestowed the Brand Laureate International Award for the Best Brand in Training. Cutting edge books co-authored with the world's Top Mega Gurus - "Coaching for Breakthrough Success", "12 Disciplines of Leadership Excellence", "Becoming an Effective Mentoring Leader" & "The Leader's Daily Role In Talent Management, Maximizing Results, Engagement And Retention".

Clients Include:

Intel, IBM, United Nations Missions, American Embassy, Agilent, Dell, Motorola, Nike, First Solar, Accenture, Citibank, Central Bank of Malaysia & Philippines, DHL, Ericsson, OSRAM, Infineon, Siemens, B Braun, Bosch, Schneider, Saint Gobain, Toyota, Ajinomoto, Samsung Vina, Singapore Press Holdings, Capitaland, PT Telkom, Siam Cement Group, CP Group, BaoViet, Sacombank, PetroVietnam, Petron, SM Supermalls, Thai Airways, Philippine Airlines, Shangri-La Hotels, Six Senses Resort, Sheraton, Prudential, AIA, GSK, MSD, Bayer, Johnson & Johnson, Unilever, Nestle.

www.itdworld.com