



## COMMUNIQUE 滿新

### Training & Development – Why Is It Vital To Organisations?

As organisations strive to compete in the global economy which will constantly be uncertain, differentiation on the basis of skills, knowledge and motivation of the workforce becomes increasingly important. Training and development plays a vital role to any business in order to be competitive and to survive. What is training and development and why is it important to organisations? Training is a systematic approach that affects individuals' knowledge, skills and attitudes in order to improve individual, team and organisational effectiveness while development is a systematic effort affecting individuals' knowledge or skills for personal growth or future jobs and/ or roles purposes.

Some employers might think, why should they send their employees for trainings when it is a total waste of money and time? This kind of perception should be completely deleted from the employers' mind set. Let us tell you why. How can you expect to be competitive when your employees are not prepared for greater challenges in this developing world? How can we expect to see victory when the soldiers are not well prepared?

Let's take from the point of view that training in work organisations produces clear benefits for individuals and teams, organisations and society. We believe that training in work organisations is an area of applied psychological research that is particularly well suited for making a clear contribution to the enhancement of human well-being and performance in organisational and work settings as well as society in general.

However these trainings may be costly at times to some organisations and due to this, people who work in such organisations may not receive external trainings. The cost is a major issue for the lack of training programmes for employees. That is when HRDF (Human Resource Development Fund) comes in handy as it is a must for companies from the manufacturing and service sectors in Malaysia to pay a monthly levy to HRDF and the funds paid can be reimbursed for employees' training and development. Why would companies want to waste the funds they contributed to HRDF? Why not send their employees for training which are HRDF claimable?

In fact, employers should enable employees to pursue training and development in the direction that they choose and/ or interested in, and not just company-assigned directions. Companies should support learning, in general, and not just in support of knowledge needed for the employee's current or next anticipated job. It should be noted that the key factor is to keep the employee interested, attending, engaged, motivated and retained. In addition, employees will not reach their full potential and higher levels of productivity will not be achieved unless employees are adequately trained. A poorly trained work force will eventually lead to poor performance and result in costly mistakes.

In order for every employee to perform well, especially Supervisors and Managers, there is a need for constant training and development. The right employee training, development and education provides big payoffs for the employer in increased productivity, knowledge, loyalty and contribution to general growth of the organisation. In most cases, external trainings for instance, provide participants with the opportunity to meet new set of people in the same field and network. The meeting will give them the chance to compare issues and find out what is obtainable in each other's

environment. This for sure will introduce positive changes where necessary.

We believe all employees want to be valuable and remain competitive in the labour market at all times, because by being so, they are able to make some demand for employees in the workforce. This can only be achieved through employee training and development. Hence employees should be given the chance to negotiate and at the same time, employer has a good opportunity to select the most suitable person for his/ her vacancy. Employees will always want to develop career-enhancing skills, which will always lead to employee motivation. There is no doubt that a well-trained and developed employee will be a valuable asset to the company and thereby increasing the chances of his/ her efficiency in discharging his/ her duties.

As a conclusion for our 4th quarter newsletter in 2013, we would like to emphasise that trainings are very important for all employees and helps in building career positioning as well as to prepare them for greater challenges in this developing world. Unfortunately, when the economy slows down or when profits decline, many organisations first seek to cut their training budgets. Do not get caught in this trap and sacrifice the long-term value of your company. It is the process where employees acquire the capabilities to perform their job and as an employer, they should know it is an essential part of any successful business.

Thank you for your great support throughout the year. May we take this opportunity to wish you a very Merry Christmas and a great New Year ahead. We will be in touch with you again in our 1st quarter 2014 newsletter.

*"Now, when your weapons are dulled, your ardour damped, your strength exhausted and your treasure spent, other chieftains will spring up to take advantage of your extremity. Then no man, however wise, will be able to avert the consequences that must ensue." - Sun Tzu*

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# Moving Up The Career Ladder



We are pleased to announce the latest addition to the PM Resources family and are thrilled to introduce her to you. Maggie Wong commenced with us as an Executive Assistant on October 1, 2013 to take up the responsibilities for training and administration support for both our external and Internal clients. She graduated from Waterford Institute of Technology in Ireland with a Bachelor's Degree in International Business.

A young and enthusiastic individual who grew up in Ireland, she brings back a whole lot of different experiences as she takes the big step coming back to Malaysia in pursuit of a career with PM Resources upon her graduation – definitely one of the great leaps forward she made in her life.

Therefore, let's welcome her to the family and wish her continued success in PM Resources. 




## 4Q 2013 Morning Tea-Talk Series: Training & Development - Why Is It Vital To Organisations By Ms. Pat PW Yeoh

- Understand what is training and development and why is it vital to organisations?
- Employer's perception in training and development for the employees.
- What are the benefits of training and development for employees?
- What are the roles of Human Resource Development Fund (HRDF) in training and development for organisations?

### Getting to know Ms. Pat PW Yeoh

Ms. Pat PW Yeoh is a Certified Trainer with the Human Resource Development Fund with over 15 years of experience where her skills have been capitalised in various capacities including overall management of the outsourcing practice, human resource consulting and personnel management as well as an advisory role to clients in business processes outsourcing.

Ms. Pat PW Yeoh is also involved in business development and has spoken and presented at a number of HR seminars, conferences and workshops organised by *Systematic Secretarial Centre Sdn Bhd*, *JobsDB Malaysia Sdn Bhd*, *CCH Malaysia Sdn Bhd* and *The Asia Business Forum*.


She also trains for *Malaysian Institute of Accountants (MIA)*, *Mind Growth Training Consultancy*, *Applied Intellect Management Training Sdn Bhd* and *Globalacc Research & Training Sdn Bhd*. 

Join our complimentary tea talk this **12th December 2013** from  
10am to 12.30 pm at PM Resources!  
Get to know what is training and development and why is it vital to organisations from  
our speaker Ms. Pat PW Yeoh.  
Light refreshment will be provided!

**LIMITED SEATS! Call us to reserve your seat NOW!**

Venue : PM Resources Sdn Bhd  
Suite 7 – 5, Level 7,  
21, Jalan Pinang,  
50450 Kuala Lumpur  
Malaysia

Call us @ (603) 2713 6868  
or  
Email: [enquiries@pm-resources.com](mailto:enquiries@pm-resources.com)



# Overview of Salaries in Malaysia



Information provided in this guide is intended to provide general information on matters of interest only. The user accepts full responsibility for the use of any information provided below. PM Resources Sdn Bhd makes no warranty of any kind to the completeness or accuracy of the information contained below. Allowances, commissions, stock options, incentive payments and other benefits-in kind-are not included.

## INFORMATION TECHNOLOGY

<b>IT Marketing Manager</b>	Min. 4 to 6 years' experience with Degree. Able to recommend, implement marketing strategies and manage full spectrum of marketing including research, media relations and marcom activities towards customers and the industry as a whole. Manage a team comprising of Marketing Executives and/ or market researchers.	RM 4,800 – RM 8,000
<b>Websphere Application Developer</b>	Min. 3 to 5 years' experience with Degree. Able to design Websphere applications and produce related design documentation.	RM 5,000 – RM 7,500
<b>Technical Consultant</b>	Min. 2 to 3 years' experience with Degree. Able to provide solutions to IT related service problems and continuity of ownership & documentation of IT operational problems from occurrence to resolution. Effective & efficient tracking of problems & changes.	RM 3,500 – RM 5,000
<b>Software Engineer</b>	Min. 2 to 3 years' experience with Degree. Able to implement customer specific projects and work closely with internal and external staff. Perform requirements definition, implementation, testing and usage of GUI tools.	RM 3,500 – RM 4,500
<b>Lead Software Developer</b>	Min. 6 to 8 years' experience with Degree. Able to provide guidance and expertise to team of Software Developers. Design programming solutions.	RM 8,500 – RM 12,000
<b>Database Administrator</b>	Min. 2 to 3 years' experience with Degree. Responsible for administration & technical maintenance of the company's distributed database system.	RM3,800 – RM 5,000

## TRAINING NEEDS AND REQUIREMENTS SURVEY

Thank you for your interest in our newsletter and our training series. It is our priority to ensure we meet your organisation's training needs. By completing this survey, you will be able to assist us in identifying the types of training you require in your organisation and at the same time allow us to understand your needs in order for us to provide you with quality training programmes.

Please fax or scan and email this survey form back to us latest by **December 10, 2013** and stand a chance to win a mystery gift from us. We will announce the winner at our **4Q 2013 Morning Tea-Talk Series: Training & Development – Why Is It Vital to Organisations by Ms. Pat PW Yeoh** on December 12, 2013. (Refer Invitation to our complimentary morning tea-talk on Page 2)

Name: \_\_\_\_\_ Designation: \_\_\_\_\_  
 Company: \_\_\_\_\_ Tel No: \_\_\_\_\_  
 Fax No: \_\_\_\_\_ Email: \_\_\_\_\_  
 Address: \_\_\_\_\_

For each statement, please indicate your preferred type of trainings by using a rating scale from '1' to '5'. A rating of '1' indicates that you strongly do not prefer the type of training and a rating of '5' indicates that you strongly prefer the type of training and '3' is the level where you neither prefer nor do not prefer.

### CATEGORIES

### RATE YOUR RESPONSE

	1	2	3	4	5
<b>Training Services (preferred)</b>					
Public Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In-House Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Employee Development</b>					
Leadership & Management Skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supervisory Skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Performance Evaluation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coaching / Mentoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Team Building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Human Resources</b>					
Payroll	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interviewing Skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recruitment & Retention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee Handbook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment Act	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Industrial Relations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee Relations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing Performance from the HR Perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Sales &amp; Marketing</b>					
Customer Relationship Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Power Selling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing Media Relations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital Marketing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media Marketing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Surviving a Social Media Crisis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product/Service Pricing Strategy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Writing Press Releases Like a Pro	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please include other training programmes which interest you but not listed above

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How do you want to receive information on our training programmes

- Facebook                       Telephone  
 Email                               Others  
 Brochure / Flyer



Please fax or scan and email completed survey to us at :  
**Fax : (603) 2713 6869      Email : training@pm-resources.com**