

**MSS SUCCESS SPACES**

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BASIC HUMAN RESOURCE MANAGEMENT TRAINING IN THE PHILIPPINES

PEOPLE FIRST, HR RIGHT

Practical Human Resource Management Fundamentals for HR Roles, Workforce Planning, Recruitment, Onboarding, Employee Records, Performance Management, Learning and Development, Compensation and Benefits, Employee Relations, Engagement, Discipline, Separation, and HR Administration

This program is strategically developed for organizations searching for **Basic Human Resource Management Training in the Philippines, Training on Basic Human Resource Management in the Philippines, Human Resource Management Basics Training in the Philippines, Training on Human Resource Management Basics in the Philippines, Basics of Human Resource Management Training in the Philippines, Training on the Basics of Human Resource Management in the Philippines, Fundamental Human Resource Management Training in the Philippines, Training on Fundamental Human Resource Management in the Philippines, Human Resource Management Fundamentals Training in the Philippines, Training on Human Resource Management Fundamentals in the Philippines, Fundamentals of Human Resource Management Training in the Philippines, and Training on the Fundamentals of Human Resource Management in the Philippines.**

Human Resources is sometimes misunderstood as a department concerned mainly with:

- Hiring;
- attendance;
- payroll coordination;
- leave forms;
- employee records;
- disciplinary memos;
- company activities; and
- resignations.

These are important responsibilities, but effective Human Resource Management is broader.

HR helps the organization answer critical people questions such as:

How many people do we need?

What capabilities do we need?

How do we attract and select the right employees?

How do we help new hires become productive?

How do employees know what good performance looks like?

How do we develop capability?

How do we administer compensation and benefits consistently?

How do we strengthen engagement and retention?

How do we handle employee concerns fairly?

How do we maintain proper employee documentation?

How do we support managers in managing people?

How do we handle separation properly?

How does HR contribute to business performance rather than merely process transactions?

People First, HR Right: Basic Human Resource Management Training in the Philippines equips new HR practitioners, HR generalists, administrative personnel with HR responsibilities, supervisors, managers, business owners, and professionals transitioning into Human Resources with a practical foundation in the major responsibilities of the HR function.

The program introduces the proprietary **MSS P.E.O.P.L.E.™ Human Resource Management Fundamentals Framework**:

- **P — Position HR Around Business, People, Roles, Policies, and Workforce Requirements**
- **E — Employ the Right People Through Workforce Planning, Recruitment, Selection, and Onboarding**
- **O — Organize Employee Records, HR Administration, Compensation, Benefits, and Workplace Requirements**
- **P — Perform and Progress Through Goal Setting, Performance Management, Learning, and Development**
- **L — Listen, Lead, and Look After Employee Relations, Engagement, Discipline, and Workplace Concerns**
- **E — Exit Properly, Evaluate HR Results, and Enhance the Employee Lifecycle**

The complete HR lifecycle becomes:

Plan → Attract → Select → Hire → Onboard → Administer → Perform → Develop → Engage → Retain → Manage Relations → Separate → Evaluate → Improve

Following MSS Corporation's **EnterTRAINment** methodology, approximately **30% of the program consists of concise facilitator input, demonstrations, guided discussion, and synthesis**, while approximately **70% consists of HR cases, employee-lifecycle exercises, recruitment scenarios, onboarding design, employee-record activities, performance conversations, employee-relations cases, HR documentation exercises, and workplace application.**

TRAINING OVERVIEW

Human Resource Management becomes challenging because HR works at the intersection of:

Business Requirements

•

People Needs

•

Management Expectations

•

Policies and Procedures

Documentation

Legal and Regulatory Requirements

An HR practitioner may deal with all of the following within the same week:

- A department requesting additional manpower;
- candidates for interview;
- a new employee who needs onboarding;
- an employee questioning a benefit;
- a manager complaining about performance;
- an employee requesting clarification regarding company policy;
- a training requirement;
- an employee-relations concern;
- an upcoming performance-appraisal cycle;
- an employee resignation;
- incomplete personnel records;
- management requesting workforce data.

Without a strong HR foundation, practitioners may become purely reactive:

“May vacancy—recruit.”

“May complaint—make a memo.”

“May training request—book a seminar.”

“May resignation—process clearance.”

But professional Human Resource Management requires greater discipline.

HR should understand:

- Why the requirement exists;
- what process should apply;
- what documentation is required;
- what stakeholders are involved;
- what risks exist;
- what employee experience is being created;
- what business outcome HR is trying to support.

This **Training on Basic Human Resource Management in the Philippines** develops the HR practitioner as a more capable **people-process partner** to employees, managers, and organizational leaders.

TRAINING GOAL

To equip participants with a practical working foundation in Human Resource Management across the employee lifecycle so they can support workforce planning, recruitment, onboarding, HR administration, performance management, employee development, compensation and benefits coordination, employee relations, engagement, separation, HR documentation, and people-related organizational requirements more systematically and professionally.

TRAINING OBJECTIVES

By the end of the program, participants should be able to:

1. **Explain** the role and purpose of Human Resource Management;
2. **Differentiate** Human Resource Management from purely administrative personnel work;
3. **Apply** the MSS P.E.O.P.L.E.™ Human Resource Management Fundamentals Framework;
4. **Explain** how HR contributes to organizational performance;
5. **Identify** the major stages of the employee lifecycle;
6. **Recognize** the responsibilities of HR versus line managers;
7. **Understand** the importance of HR policies, processes, documentation, and consistency;
8. **Recognize** major Philippine workplace compliance areas requiring appropriate organizational attention;
9. **Understand** the purpose of workforce planning;
10. **Identify** basic manpower requirements;
11. **Differentiate** job analysis, job description, job specification, and competency requirements;
12. **Recognize** the importance of accurate job documentation;
13. **Explain** the basic recruitment process;
14. **Identify** possible recruitment sources;
15. **Screen** applicants against defined job requirements;
16. **Recognize** the importance of structured selection criteria;
17. **Conduct** basic structured employment interviews;
18. **Differentiate** evidence-based candidate assessment from personal preference;
19. **Understand** the purpose of reference and background verification where organizationally appropriate;
20. **Explain** the purpose of onboarding;
21. **Identify** essential new-hire onboarding components;
22. **Recognize** important employee-record requirements;
23. **Maintain** HR information responsibly and confidentially;
24. **Understand** the basic purpose of compensation and benefits administration;
25. **Differentiate** base pay, incentives, benefits, and other rewards at a foundational level;
26. **Recognize** HR's role in payroll and benefits coordination;
27. **Explain** the purpose of performance management;
28. **Translate** organizational expectations into clearer employee goals and standards;
29. **Differentiate** performance monitoring from annual appraisal alone;
30. **Recognize** the importance of regular feedback;

31. **Identify** performance gaps;
32. **Differentiate** capability, motivation, resource, process, and expectation issues;
33. **Explain** the purpose of Training Needs Analysis;
34. **Connect** learning interventions with performance requirements;
35. **Understand** employee engagement and retention at a foundational level;
36. **Recognize** common drivers of employee engagement;
37. **Explain** HR's role in employee relations;
38. **Recognize** the importance of fair, consistent, and documented employee-management processes;
39. **Understand** the difference among coaching, corrective feedback, and formal discipline;
40. **Recognize** when employee matters require escalation to qualified HR leadership, management, legal, or other professionals;
41. **Understand** the basic employee-separation process;
42. **Identify** offboarding and clearance requirements;
43. **Recognize** the value of exit information;
44. **Use** basic HR metrics;
45. **Identify** opportunities to improve HR processes; and
46. **Develop** a practical HR Management improvement action plan.

LEARNING DOMAINS ADDRESSED

Cognitive Domain

Participants strengthen their understanding of Human Resource Management functions, the employee lifecycle, recruitment, onboarding, employee administration, performance management, learning, compensation and benefits, employee relations, engagement, separation, and HR metrics.

Affective Domain

Participants strengthen fairness, professionalism, confidentiality, consistency, empathy, service orientation, accountability, objectivity, and appreciation of HR's role in both employee experience and organizational performance.

Psychomotor and Behavioral Domain

Participants practice applicant screening, interviewing, onboarding planning, HR documentation, employee-record handling, performance discussions, employee-relations analysis, HR metrics, and action planning.

FROM POINT A TO POINT B

Point A: Before the Training

Participants may:

- Think HR is mainly hiring and paperwork;
- process manpower requests without examining need;

- use outdated Job Descriptions;
- recruit without clear selection criteria;
- rely heavily on first impressions during interviews;
- hire based on “feeling”;
- provide inconsistent onboarding;
- assume orientation is the same as onboarding;
- maintain incomplete employee records;
- treat confidentiality casually;
- misunderstand HR's role in compensation and benefits;
- consider performance appraisal a once-a-year event;
- wait until employees perform poorly before providing feedback;
- automatically recommend training for every performance problem;
- confuse engagement with company events;
- view retention mainly as a salary issue;
- approach employee-relations cases emotionally;
- issue corrective actions without sufficient facts or documentation;
- allow managers to transfer all people-management responsibility to HR;
- handle resignation as a purely administrative event;
- fail to analyze HR data;
- focus heavily on transactions without connecting HR activities to business results.

Point B: After the Training

Participants should be better able to:

- Explain the complete HR lifecycle;
- connect HR activities with business requirements;
- clarify HR and manager responsibilities;
- support workforce planning;
- establish better job requirements;
- recruit more systematically;
- assess candidates against defined criteria;
- improve onboarding;
- strengthen employee documentation;
- support compensation and benefits processes;
- strengthen performance management;
- diagnose performance gaps;
- identify development requirements;
- understand engagement and retention more practically;
- manage basic employee-relations concerns professionally;
- recognize matters requiring escalation;
- support proper offboarding;
- use basic HR metrics; and
- improve HR systems more intentionally.

ORGANIZATIONAL CHALLENGES ADDRESSED

This **Human Resource Management Basics Training in the Philippines** may help organizations address:

- Newly appointed HR personnel;
- HR practitioners without formal HR education;
- administrative employees given HR responsibilities;
- inconsistent HR processes;
- incomplete employee lifecycle management;
- reactive recruitment;
- unclear job descriptions;
- weak applicant screening;
- inconsistent interviewing;
- poor onboarding;
- incomplete personnel records;
- unclear HR responsibilities;
- weak performance-management practices;
- annual-appraisal-only mentality;
- training activities disconnected from performance;
- inconsistent employee relations;
- weak HR documentation;
- managers relying excessively on HR for people management;
- employee engagement programs lacking clear purpose;
- high turnover without analysis;
- inconsistent separation practices;
- growing MSMEs establishing a formal HR function;
- family businesses professionalizing HR;
- organizations strengthening HR generalist capability;
- supervisors and managers needing basic HR literacy.

WHAT IS HUMAN RESOURCE MANAGEMENT?

Human Resource Management is the systematic management of people-related processes, practices, policies, capabilities, relationships, and information to help both employees and the organization perform effectively.

HR Management commonly encompasses:

- Workforce Planning;
- Job Analysis and Job Design;
- Recruitment;
- Selection;
- Hiring;
- Onboarding;

- Employee Records;
- Compensation and Benefits;
- Attendance and Leave Administration;
- Performance Management;
- Learning and Development;
- Employee Engagement;
- Employee Relations;
- Discipline and Corrective Processes;
- Career and Talent Development;
- Succession Planning;
- Retention;
- Separation;
- HR Analytics;
- Policies and HR Governance.

A basic HR program does not make someone an expert in every one of these disciplines.

It provides the **foundation needed to understand how they connect.**

HR MANAGEMENT VERSUS HR ADMINISTRATION

HR Administration

Typically emphasizes transactional activities such as:

- Records;
- forms;
- attendance;
- benefits processing;
- HR documentation;
- coordination.

Human Resource Management

Includes administration but also asks:

- What talent does the organization require?
- Are we hiring effectively?
- Are employees performing?
- Are capabilities developing?
- Are people staying?
- Are managers managing employees properly?
- What people problems are affecting results?

Effective HR needs both:

Accurate Administration

And

Effective People Management

HR VERSUS THE LINE MANAGER

One of the most important fundamentals is:
HR does not manage employees alone.

Managers are responsible for:

- Setting expectations;
- supervising work;
- providing feedback;
- coaching;
- monitoring performance;
- addressing day-to-day behavior;
- recognizing employees.

HR supports managers through:

- Systems;
- policies;
- tools;
- guidance;
- documentation;
- capability-building;
- escalation;
- governance.

Good HR strengthens line management rather than replacing it.

THE EMPLOYEE LIFECYCLE

A useful Human Resource Management lifecycle is:

Workforce Requirement



Job Design



Attraction



Recruitment



Selection



Hiring



Onboarding



Performance



Development



Reward



Engagement



Retention



Employee Relations



Career / Succession



Separation



Learning and Improvement

THE MSS P.E.O.P.L.E.™ HUMAN RESOURCE MANAGEMENT FUNDAMENTALS FRAMEWORK

P — POSITION HR AROUND BUSINESS, PEOPLE, ROLES, POLICIES, AND WORKFORCE REQUIREMENTS

Before HR can manage people processes, HR must understand the organization.

Ask:

- What does the company do?
- How does it make money or fulfill its mandate?
- What roles create value?
- What capabilities are required?
- What organizational problems involve people?
- What policies exist?
- What workforce risks exist?

HR AS BUSINESS SUPPORT

HR should understand:

Business Strategy



Organizational Requirements



Workforce Requirements



Jobs and Capabilities



HR Priorities

For example:

If the company plans to open three new branches, HR implications may include:

- Manpower planning;
- job requirements;
- recruitment;
- onboarding;
- training;
- payroll;
- supervision;
- policies;
- employee records.

WORKFORCE PLANNING

Workforce planning seeks to answer:

What people will the organization need, where, when, and with what capabilities?

Possible considerations include:

- Existing headcount;
- future requirements;
- vacancies;
- turnover;
- expansion;
- workload;
- skills;
- productivity;
- succession.

MANPOWER REQUESTS

Before automatically recruiting, HR may ask:

- Why is the position required?
- Is this replacement or additional headcount?
- What workload supports the request?
- Can work be redistributed?
- What business result will the role support?
- Has management approved the requirement?

JOB ANALYSIS

Job Analysis identifies information about:

- Duties;
- responsibilities;
- outputs;
- working relationships;
- requirements;
- skills;
- knowledge;
- competencies.

JOB DESCRIPTION

A Job Description may contain:

- Job title;
- purpose;
- major responsibilities;
- reporting line;
- key outputs;
- performance indicators where applicable;
- qualifications.

A useful Job Description describes the **job**, not merely the person currently holding it.

JOB DESCRIPTION VERSUS JOB SPECIFICATION

Job Description

What the job does.

Job Specification

What qualifications or capabilities the person needs.

This distinction helps improve recruitment and selection.

HR POLICIES AND PROCEDURES

Policies should support:

- Consistency;
- clarity;
- governance;
- expectations;
- employee understanding.

Processes should answer:

How is the policy actually implemented?

A beautifully written policy that managers apply inconsistently can still create employee-relations problems.

PHILIPPINE HR COMPLIANCE AWARENESS

HR practitioners in the Philippines should recognize that HR processes operate within applicable:

- Labor and employment requirements;
- wage and compensation requirements;
- working-time and leave rules;
- mandatory benefits and contributions;
- occupational safety requirements;
- data-privacy requirements;
- anti-harassment and safe-workplace requirements;
- tax and payroll requirements;
- other industry-specific regulations.

This foundational program creates awareness but does not substitute for professional legal, payroll, tax, or compliance advice.

E — EMPLOY THE RIGHT PEOPLE THROUGH WORKFORCE PLANNING, RECRUITMENT, SELECTION, AND ONBOARDING

Recruitment should not begin with:

“Post tayo sa Facebook.”

It should begin with:

“Who exactly do we need and why?”

RECRUITMENT PROCESS

A basic recruitment process may include:

Approved Requirement



Job Profile



Sourcing



Screening



Assessment



Interview



Verification



Selection



Offer



Pre-Employment Requirements



Hiring



Onboarding

SOURCING

Possible sources include:

- Job platforms;
- referrals;
- social media;
- schools;
- professional organizations;
- internal mobility;
- talent databases;
- government employment channels where relevant.

Recruitment source should fit the role.

RESUME SCREENING

Screen applicants against:

- Required qualifications;
- experience;
- skills;
- location or work arrangement where relevant;
- job-specific requirements.

Avoid screening mainly based on:

“Mukhang okay.”

Selection should use job-related evidence.

STRUCTURED INTERVIEWING

A structured interview uses:

- Consistent criteria;
- planned questions;
- behavioral evidence;
- objective scoring.

Example behavioral question:

“Tell me about a time you handled an unhappy customer. What happened, what did you do, and what was the result?”

Stronger than:

“Are you good at customer service?”

EVIDENCE VERSUS IMPRESSION

First impression matters.

But first impression should not become the entire hiring decision.

Recruiters should distinguish:

Likeability

From

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Job Fit

From

Capability

SELECTION

The objective is not:

“Who is the best applicant?”

The stronger question is:

“Who best meets the defined requirements of this particular role and organization based on available evidence?”

ONBOARDING

Onboarding extends beyond:

“Welcome to the company. Here is your ID.”

Effective onboarding may include:

Organization

Who are we?

Role

What am I expected to deliver?

Policies

What rules must I understand?

People

Who do I work with?

Tools

What systems and resources do I need?

Performance

What does success look like?

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Support

Who helps me?

FIRST 30/60/90 DAYS

A basic new-hire plan may define:

First 30 Days

Learn and orient.

Next 30 Days

Practice and perform with support.

Next 30 Days

Strengthen independence and productivity.

The exact timeline depends on role complexity.

O — ORGANIZE EMPLOYEE RECORDS, HR ADMINISTRATION, COMPENSATION, BENEFITS, AND WORKPLACE REQUIREMENTS

Good HR depends on good information.

EMPLOYEE RECORDS

HR may maintain information such as:

- Employment documents;
- personal information;
- Job Description;
- contracts;
- government information;
- benefits records;
- attendance and leave;
- performance documents;
- training records;
- disciplinary documentation;
- movement and promotion records.

Records should be:

- Accurate;

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- current;
- appropriately secured;
- accessible only to authorized persons.

CONFIDENTIALITY

HR routinely handles sensitive information.

Professional HR behavior requires discipline around:

- Employee records;
- salary information;
- health-related information;
- investigations;
- complaints;
- performance records;
- disciplinary matters;
- personal information.

A useful principle is:

Need to Know—not Nice to Know.

HR INFORMATION SYSTEMS

Organizations may use:

- Spreadsheets;
- HRIS;
- payroll systems;
- applicant-tracking systems;
- learning systems;
- performance-management systems.

Technology should improve:

- Accuracy;
- accessibility;
- controls;
- reporting.

Technology does not replace good HR processes.

COMPENSATION

Compensation may include:

- Basic pay;
- allowances;
- incentives;
- variable pay;
- commissions;
- bonuses where applicable.

Good compensation practices seek appropriate:

- Internal consistency;
- external competitiveness;
- affordability;
- performance alignment;
- compliance.

BENEFITS

Benefits may include:

- Statutory benefits;
- company-provided benefits;
- insurance;
- leave benefits;
- allowances;
- wellness support;
- other employee programs.

HR practitioners should understand what applies within their organization's specific environment.

PAYROLL COORDINATION

Even when Finance or an outsourced provider processes payroll, HR may need to provide accurate:

- Employment movements;
- attendance inputs;
- leave information;
- salary changes;
- benefit deductions;
- new-hire and separation information.

Incorrect HR information can create incorrect payroll.

ATTENDANCE AND LEAVE ADMINISTRATION

HR should support:

- Clear rules;
- consistent records;
- proper approvals;
- timely reporting.

Attendance data can also reveal:

- Absenteeism;
- overtime patterns;
- staffing issues;
- potential engagement problems.

P — PERFORM AND PROGRESS THROUGH GOAL SETTING, PERFORMANCE MANAGEMENT, LEARNING, AND DEVELOPMENT

Hiring good employees is not enough.

Organizations must help them perform.

PERFORMANCE MANAGEMENT

Performance Management is an ongoing process involving:

Expectations

↓

Goals / Standards

↓

Execution

↓

Monitoring

↓

Feedback

↓

Coaching

↓

Evaluation

↓

Development

Performance appraisal is one part of the process.

PERFORMANCE APPRAISAL VERSUS PERFORMANCE MANAGEMENT

Performance Appraisal

A periodic formal evaluation.

Performance Management

The broader ongoing process of:

- Setting expectations;
- monitoring;
- communicating;
- coaching;
- developing;
- evaluating.

EMPLOYEE PERFORMANCE EXPECTATIONS

Employees should understand:

- What am I responsible for?
- What result is expected?
- What standard applies?
- How will performance be measured?
- When is the result due?

Without clarity, appraisal becomes subjective.

PERFORMANCE SCORECARDS

A practical employee performance scorecard may contain:

- KPI;
- target;
- weight;
- actual performance;
- rating;
- evidence.

HR may help ensure performance systems remain:

- Clear;

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- measurable;
- job-related;
- consistently administered.

PERFORMANCE GAP DIAGNOSIS

Poor performance does not automatically mean:

Training problem.

Possible causes include:

Knowledge

Employee does not know what to do.

Skill

Employee cannot yet perform sufficiently.

Motivation

Employee can perform but is not consistently applying effort.

Resources

Tools or staffing are insufficient.

Process

Workflow creates obstacles.

Expectation

Standard was unclear.

Management

Feedback or supervision was insufficient.

Different causes require different solutions.

TRAINING NEEDS ANALYSIS

A Training Needs Analysis may examine:

Required Capability

Versus

Current Capability

Training should address a genuine capability gap.

LEARNING AND DEVELOPMENT

Possible interventions include:

- Classroom training;
- virtual training;
- coaching;
- mentoring;
- job shadowing;
- on-the-job training;
- stretch assignments;
- self-directed learning;
- cross-functional exposure.

Development should connect to:

Performance and future capability.

CAREER AND SUCCESSION FUNDAMENTALS

Even at basic HR level, practitioners should understand:

- Career paths;
- talent identification;
- successor development;
- critical positions.

Succession Planning asks:

Who can eventually take over critical roles, and what development do they need first?

L — LISTEN, LEAD, AND LOOK AFTER EMPLOYEE RELATIONS, ENGAGEMENT, DISCIPLINE, AND WORKPLACE CONCERNS

HR often becomes most visible when people problems occur.

Strong HR should not wait for conflict.

EMPLOYEE RELATIONS

Employee Relations involves maintaining productive relationships between:

- Employees;
- managers;
- teams;
- organization.

It may include:

- Workplace concerns;
- policy interpretation;
- conflict;
- grievances;
- discipline;
- employee communication;
- engagement.

HR'S ROLE IN EMPLOYEE CONCERNS

A useful basic sequence is:

Listen

Understand what is being raised.

Clarify

Separate facts from interpretations.

Document

Capture relevant information.

Evaluate

Determine applicable policy, process, authority, and next step.

Escalate

Seek qualified support where necessary.

HR should avoid promising an outcome before the facts and process are properly reviewed.

FAIRNESS AND CONSISTENCY

Employees often judge HR not only by the final outcome but by:

- Was I heard?
- Was the process clear?
- Was the same standard applied?
- Was the matter handled professionally?

Consistency strengthens trust.

COACHING VERSUS DISCIPLINE

Not every mistake requires formal discipline.

Possible interventions may include:

- Clarification;
- coaching;
- training;
- feedback;
- performance improvement;
- formal corrective or disciplinary procedures when appropriate.

The organization should follow its approved processes and applicable requirements.

DOCUMENTATION

Useful documentation may answer:

- What happened?
- When?
- Who was involved?
- What evidence exists?
- What expectation applied?
- What action was taken?

Avoid:

Emotional labels

such as:

“Employee has a bad attitude.”

Prefer observable evidence.

EMPLOYEE ENGAGEMENT

Engagement is not simply:

Christmas party + team building + pizza.

Engagement may be influenced by:

- Leadership;
- meaningful work;
- recognition;
- growth;
- communication;
- fairness;
- relationships;
- workload;
- trust;
- career opportunities.

EMPLOYEE RETENTION

Turnover can be influenced by:

- Compensation;
- management;
- job fit;
- career growth;
- workload;
- culture;
- recognition;
- work arrangements;
- personal circumstances.

HR should diagnose rather than assume.

EMPLOYEE LISTENING

Possible listening mechanisms include:

- Surveys;
- stay interviews;
- one-on-one discussions;
- focus groups;
- feedback channels;
- exit interviews.

Collecting feedback without acting on legitimate themes can reduce trust.

E — EXIT PROPERLY, EVALUATE HR RESULTS, AND ENHANCE THE EMPLOYEE LIFECYCLE

Employees eventually leave organizations.

HR should manage separation professionally.

TYPES OF SEPARATION

Depending on organizational circumstances, separation may arise through:

- Resignation;
- retirement;
- end of contract;
- redundancy or restructuring;
- termination;
- other lawful circumstances.

Processes vary and may require qualified HR and legal review.

RESIGNATION AND OFFBOARDING

A practical voluntary-separation process may involve:

Notice

↓

Acknowledgment

↓

Transition

↓
Clearance
↓
Knowledge Transfer
↓
Exit Feedback
↓
Final Documentation
↓
Employee Record Update

CLEARANCE

Clearance may confirm:

- Company property returned;
- accountabilities settled;
- system access addressed;
- documents completed;
- knowledge transferred.

KNOWLEDGE TRANSFER

Before departure, capture:

- Open projects;
- customers;
- recurring responsibilities;
- important files;
- pending decisions;
- key contacts;
- process knowledge.

Turnover should not automatically become organizational amnesia.

EXIT INTERVIEW

An Exit Interview can explore:

- Reason for leaving;
- employee experience;
- management;
- role;

- compensation;
- development;
- culture;
- recommendations.

One exit interview does not prove a trend.

Patterns across multiple exits may be more informative.

BASIC HR METRICS

HR should eventually move from:

“We did many HR activities.”

to:

“What people results are we producing?”

Possible metrics include:

- Headcount;
- vacancy rate;
- time to fill;
- new-hire retention;
- turnover;
- absenteeism;
- overtime;
- training completion;
- performance distribution;
- employee engagement;
- internal promotion;
- disciplinary-case trends.

SAMPLE BASIC HR DASHBOARD

HR Area	Possible Indicator
Workforce	Headcount vs. Approved Manpower
Recruitment	Time to Fill
Hiring	Offer Acceptance Rate
Onboarding	New-Hire Completion / Early Retention

HR Area	Possible Indicator
Attendance	Absenteeism Rate
Performance	% Employees With Completed Appraisal
Learning	Training Completion / Application
Engagement	Engagement Survey Results
Retention	Employee Turnover Rate
HR Administration	Personnel File Completeness

Organizations should select metrics relevant to their goals.

CONTINUOUS HR IMPROVEMENT

HR should periodically ask:

- Which processes are too slow?
- Where do employees become confused?
- Which forms are redundant?
- Which policies are unclear?
- Where do managers require support?
- Which people problems keep recurring?
- What data should HR track?
- What HR capability must improve?

Strong Human Resource Management evolves with the organization.

ONE-DAY BASIC HUMAN RESOURCE MANAGEMENT TRAINING OUTLINE

Time	Modules and Essential Topics	Major Activity and Participant Output
8:00 AM–10:00 AM	MODULE 1: UNDERSTAND HR AND BUILD THE WORKFORCE FOUNDATION—HR ROLES, EMPLOYEE LIFECYCLE, WORKFORCE PLANNING, JOBS, AND POLICIES 1. Human Resource Management Fundamentals • Personnel administration versus Human Resource Management • strategic and operational HR	Major Activity: Build the HR Foundation Challenge — Participants receive a growing-company scenario with unclear HR practices and determine workforce requirements, clarify HR versus manager responsibilities, identify job-information gaps, and map required HR policies and processes.



Time	Modules and Essential Topics	Major Activity and Participant Output
	2. Introducing the MSS P.E.O.P.L.E.™ Framework • Position, Employ, Organize, Perform, Listen, Exit 3. HR and the Employee Lifecycle • Workforce planning through separation 4. HR versus Manager Responsibilities • People management as shared responsibility 5. Workforce and Job Foundations • Manpower planning • Job Analysis • Job Descriptions • Job Specifications • HR policies • basic Philippine compliance awareness	Major Output: HR Function and Employee Lifecycle Map, Basic Workforce Requirement Plan, and HR Responsibility Matrix
10:00 AM–10:15 AM	MORNING BREAK	
10:15 AM–12:00 NN	MODULE 2: GET THE RIGHT PEOPLE IN—RECRUITMENT, SELECTION, HIRING, ONBOARDING, RECORDS, AND HR ADMINISTRATION 1. E — Employ the Right People • Recruitment workflow • sourcing • screening • selection 2. Structured Interviewing • Job-related criteria • behavioral evidence • avoiding subjective selection 3. Hiring and Onboarding • Offer • requirements • orientation versus onboarding	Major Activity: Recruit-to-Onboard HR Simulation — Participants evaluate applicants against a job profile, conduct structured interview analysis, select a candidate using evidence, then build a practical onboarding and employee-documentation plan. Major Output: Applicant Screening and Interview Scorecard, New-Hire Onboarding Checklist, and Basic Employee File Checklist

Time	Modules and Essential Topics	Major Activity and Participant Output
	• 30/60/90-day integration 4. O — Organize Employee Administration • Personnel records • confidentiality • HRIS fundamentals 5. Compensation, Benefits, Attendance, and Payroll Coordination • HR's administrative role • information accuracy • controls	
12:00 NN–1:00 PM	LUNCH BREAK	
1:00 PM–3:00 PM	MODULE 3: HELP PEOPLE PERFORM AND GROW—PERFORMANCE MANAGEMENT, FEEDBACK, TRAINING, DEVELOPMENT, ENGAGEMENT, AND RETENTION 1. P — Perform and Progress • Performance management versus performance appraisal 2. Expectations and Performance Measures • Goals • KPIs • standards • evidence 3. Diagnosing Performance Gaps • Knowledge • skill • motivation • resources • process • expectations 4. Learning and Development • Training Needs Analysis • training versus non-training interventions	Major Activity: Performance-to-Development HR Clinic — Participants assess employees with different performance situations, determine likely causes, identify appropriate HR and manager interventions, and design a simple development and engagement plan. Major Output: Employee Performance Diagnostic, Training/Development Recommendation, and Engagement-Retention Action Guide

Time	Modules and Essential Topics	Major Activity and Participant Output
	• career development 5. Employee Engagement and Retention • Drivers • recognition • growth • leadership • employee listening	
3:00 PM–3:15 PM	AFTERNOON BREAK	
3:15 PM–5:00 PM	MODULE 4: MANAGE THE EMPLOYEE RELATIONSHIP AND COMPLETE THE HR CYCLE—EMPLOYEE RELATIONS, DISCIPLINE, SEPARATION, HR METRICS, AND CONTINUOUS IMPROVEMENT 1. L — Listen, Lead, and Look After Employee Relations • Concerns • communication • fairness • consistency • documentation 2. Coaching, Corrective Feedback, and Discipline Awareness • When different responses may apply • boundaries of HR authority • escalation 3. E — Exit Properly • Resignation • offboarding • clearance • knowledge transfer • exit interviews 4. Basic HR Metrics • Headcount • time to fill	Major Activity: HR Generalist Command Center — Participants respond to a series of employee-lifecycle events involving an employee concern, performance issue, resignation, documentation requirement, and management request for HR metrics, then determine the proper HR response and next action. Major Output: Basic HR Management Dashboard and 30-, 60-, or 90-Day P.E.O.P.L.E.™ HR Improvement Plan

Time	Modules and Essential Topics	Major Activity and Participant Output
	• turnover • absenteeism • training • performance • engagement 5. Improving the HR Function • Process review • HR dashboards • employee experience • 30-, 60-, or 90-day application	
5:00 PM	PROGRAM CLOSING	Learning synthesis, HR commitments, evaluation, and recommended next steps

MAJOR PARTICIPANT OUTPUTS

Participants are expected to complete:

1. **HR Function and Employee Lifecycle Map, Basic Workforce Requirement Plan, and HR Responsibility Matrix**
2. **Applicant Screening and Interview Scorecard, New-Hire Onboarding Checklist, and Basic Employee File Checklist**
3. **Employee Performance Diagnostic, Training/Development Recommendation, and Engagement-Retention Action Guide**
4. **Basic HR Management Dashboard and 30-, 60-, or 90-Day P.E.O.P.L.E.™ HR Improvement Plan**

SAMPLE BASIC HR MANAGEMENT SITUATIONS

Activities may be customized around situations such as:

- Department Head requesting additional headcount;
- unclear Job Description;
- recruitment for a new position;
- large number of applicants with few qualified candidates;
- two candidates with different strengths;
- manager wanting to hire based on personality alone;
- applicant interview requiring structured questions;
- new employee receiving weak onboarding;
- probationary employee unclear about expectations;
- incomplete personnel records;
- employee asking about benefits;

- attendance concern;
- manager wanting to send employee to training for every performance problem;
- employee missing performance targets;
- supervisor giving little feedback;
- employee seeking career growth;
- department experiencing high turnover;
- employees complaining about communication;
- employee raising a workplace concern;
- manager requesting immediate disciplinary action;
- inconsistent policy implementation;
- confidential employee information being discussed unnecessarily;
- employee submitting resignation;
- key employee leaving without knowledge transfer;
- management requesting turnover data;
- growing business formalizing its HR systems.

TRAINING METHODS

This **Training on Human Resource Management Fundamentals in the Philippines** follows MSS Corporation's **EnterTRAINment** methodology:

- Approximately **30% concise facilitator input, demonstrations, facilitated discussion, and synthesis**
- Approximately **70% HR cases, employee-lifecycle simulations, recruitment activities, interview analysis, onboarding exercises, performance cases, employee-relations scenarios, documentation exercises, HR analytics, and workplace application**

Methods may include:

- HR knowledge self-assessment;
- employee-lifecycle mapping;
- HR-role clarification;
- workforce-planning exercise;
- Job Description review;
- recruitment-process mapping;
- applicant-screening exercise;
- interview-question development;
- candidate-selection case;
- onboarding design;
- employee-record checklist;
- confidentiality cases;
- performance-gap analysis;
- TNA exercise;
- engagement-driver analysis;
- employee-relations cases;

- HR documentation practice;
- separation scenario;
- exit-interview analysis;
- HR dashboard development;
- personal action planning.

TARGET PARTICIPANTS

This **Basic Human Resource Management Training in the Philippines** is recommended for:

- Newly hired HR personnel;
- HR Assistants;
- HR Associates;
- HR Officers;
- Junior HR Generalists;
- HR Coordinators;
- Administrative Officers handling HR;
- Office Administrators with HR responsibilities;
- Payroll or Benefits personnel seeking broader HR understanding;
- Recruitment personnel transitioning into HR generalist roles;
- Learning and Development personnel seeking HR fundamentals;
- Supervisors;
- Team Leaders;
- Managers;
- Department Heads;
- business owners;
- entrepreneurs;
- MSME owners;
- startup leaders;
- Management Trainees;
- professionals transitioning into Human Resources; and
- employees expected to support basic HR processes despite not having formal HR education.

RECOMMENDED NUMBER OF PARTICIPANTS

Approximately **12 to 20 participants** is recommended for intensive cases, HR simulations, document exercises, and facilitator coaching.

Groups of approximately 25 participants may be accommodated through:

- HR case teams;
- interview panels;
- employee-relations groups;

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- breakout simulations;
- peer review.

DELIVERY OPTIONS

The program may be delivered through:

- Face-to-face in-house training;
- live virtual instructor-led training;
- hybrid training;
- HR Academy;
- HR onboarding program;
- HR Generalist Development Program;
- Supervisory Development Program;
- Management Development Program;
- MSME HR capability-building initiative;
- HR-function professionalization initiative; or
- customized training-and-consultancy engagement.

AVAILABLE PROGRAM FORMATS

Half-Day Human Resource Management Fundamentals

Exactly two modules:

Module 1 — Build and Employ

HR role, employee lifecycle, workforce planning, Job Descriptions, recruitment, selection, and onboarding.

Module 2 — Manage and Develop

Employee administration, performance, development, employee relations, separation, and HR metrics.

One-Day Basic Human Resource Management Training

Recommended for the complete **MSS P.E.O.P.L.E.™ Human Resource Management Fundamentals**

Framework:

Position → Employ → Organize → Perform → Listen → Exit

Two-Day Intensive Human Resource Management Fundamentals Workshop

Recommended when organizations require deeper application involving:

- Job Analysis;
- structured interviewing;
- onboarding;
- HR documentation;
- compensation and benefits fundamentals;

- performance-management tools;
- Training Needs Analysis;
- employee-relations scenarios;
- HR metrics;
- HR process improvement.

HUMAN RESOURCE MANAGEMENT DEVELOPMENT SERIES

The foundation program may be expanded into a broader HR learning series covering:

1. Human Resource Management Fundamentals
2. Workforce Planning
3. Job Analysis and Job Description Writing
4. Recruitment and Talent Acquisition
5. Behavioral Interviewing
6. Employee Onboarding
7. Compensation and Benefits Fundamentals
8. Performance Management
9. Performance Appraisal
10. Training Needs Analysis
11. Learning and Development
12. Employee Engagement
13. Employee Retention
14. Employee Relations
15. HR Documentation
16. Succession Planning
17. HR Metrics and Analytics

CUSTOMIZATION OPTIONS

This **Fundamental Human Resource Management Training in the Philippines** may be customized using the client's:

- Organizational structure;
- HR policies;
- Job Descriptions;
- recruitment process;
- interview guides;
- onboarding process;
- employee handbook;
- HR forms;
- performance-management system;
- training process;

- compensation and benefits structure;
- engagement activities;
- HRIS;
- employee-relations procedures;
- separation process;
- HR metrics;
- actual anonymized HR cases.

POSSIBLE POST-TRAINING PERFORMANCE INDICATORS

Organizations may evaluate application through measures such as:

- Vacancy fulfillment;
- Time to Fill;
- quality of applicant screening;
- interview documentation completeness;
- onboarding completion;
- new-hire retention;
- employee-file completeness;
- HR data accuracy;
- performance-appraisal completion;
- percentage of employees with clear performance goals;
- training completion;
- training application;
- employee-engagement indicators;
- turnover;
- absenteeism;
- employee-relations case turnaround;
- HR-documentation completeness;
- offboarding completion;
- HR dashboard timeliness.

The goal should not simply be:

“Is HR busy?”

A stronger question is:

“Is HR helping the organization attract, manage, develop, retain, and transition people more effectively?”

PROFESSIONAL, LEGAL, AND COMPLIANCE BOUNDARIES

This program is a **Human Resource Management fundamentals course**.

It is not a substitute for professional legal, tax, payroll, occupational-health, data-protection, or regulatory advice.

HR situations involving matters such as:

- Termination;
- disciplinary action;
- labor disputes;
- harassment;
- discrimination;
- wages;
- statutory benefits;
- occupational safety;
- union matters;
- employee data;
- taxation;
- other regulated issues;

may require review against current Philippine law, organizational policy, government regulations, and qualified professional advice.

The training develops the participant's ability to recognize:

What HR can handle operationally

And

When specialized review or escalation is necessary.

FREQUENTLY ASKED QUESTIONS

What is Basic Human Resource Management Training in the Philippines?

Basic Human Resource Management Training in the Philippines provides a practical foundation in the major Human Resource functions across the employee lifecycle, including workforce planning, recruitment, onboarding, HR administration, performance, learning, engagement, employee relations, separation, and HR metrics.

What is Training on Basic Human Resource Management in the Philippines?

Training on Basic Human Resource Management in the Philippines develops the essential knowledge and practical skills needed by new HR practitioners, HR support personnel, administrators, managers, and business owners handling people-management processes.

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What is Human Resource Management Basics Training in the Philippines?

Human Resource Management Basics Training in the Philippines introduces participants to the core responsibilities, systems, processes, documentation, and people-management practices required to operate an effective HR function.

What is Training on Human Resource Management Basics in the Philippines?

Training on Human Resource Management Basics in the Philippines equips participants to understand the employee lifecycle and perform foundational HR responsibilities more systematically and professionally.

What is Basics of Human Resource Management Training in the Philippines?

Basics of Human Resource Management Training in the Philippines is an introductory practical program covering the main HR functions from workforce requirements and recruitment through employee development, relations, retention, and separation.

What is Training on the Basics of Human Resource Management in the Philippines?

Training on the Basics of Human Resource Management in the Philippines provides participants with the practical foundation needed before specializing further in recruitment, compensation, performance, Learning and Development, employee relations, or other HR disciplines.

What is Fundamental Human Resource Management Training in the Philippines?

Fundamental Human Resource Management Training in the Philippines develops foundational understanding of how organizations attract, employ, administer, manage, develop, engage, and transition employees.

What is Training on Fundamental Human Resource Management in the Philippines?

Training on Fundamental Human Resource Management in the Philippines teaches essential HR concepts together with practical employee-lifecycle tools and workplace applications.

What is Human Resource Management Fundamentals Training in the Philippines?

Human Resource Management Fundamentals Training in the Philippines is an introductory HR-development program for employees who need a broad working knowledge of Human Resource Management.

What is Training on Human Resource Management Fundamentals in the Philippines?

Training on Human Resource Management Fundamentals in the Philippines develops broad practical HR competence before participants proceed into deeper specialization.

What is Fundamentals of Human Resource Management Training in the Philippines?

Fundamentals of Human Resource Management Training in the Philippines covers the foundational responsibilities, processes, tools, and principles needed to support employees and organizational performance.

What is Training on the Fundamentals of Human Resource Management in the Philippines?

Training on the Fundamentals of Human Resource Management in the Philippines equips participants with an employee-lifecycle understanding of HR from workforce planning to employee separation and HR improvement.

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Is this an HR certification program?

Not necessarily.

This is a practical corporate training program designed to develop HR fundamentals.

Certification or professional accreditation, where required, should be separately verified with the relevant professional body.

Is this suitable for someone with no HR background?

Yes.

It is specifically designed to provide a practical starting point for people who are new to HR.

Is this useful for business owners?

Yes.

Business owners, especially those in growing organizations or MSMEs, benefit from understanding how professional HR systems should operate.

Is this suitable for Administrative staff assigned HR responsibilities?

Yes.

This is one of the primary target groups.

Does the program cover recruitment?

Yes.

Recruitment, screening, structured selection, interviewing, and onboarding are covered in Module 2.

Does it teach behavioral interviewing?

Basic structured and behavioral interviewing is introduced.

Organizations requiring deeper capability may choose a dedicated **Behavioral Interviewing Training**.

Does it cover payroll?

The program introduces HR's role in payroll coordination and accurate employee inputs.

It is not a technical payroll-computation course.

Does it cover compensation and benefits?

Yes, at a foundational level.

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Organizations requiring deeper compensation design, salary structures, job evaluation, or benefits design should use dedicated programs.

Does it cover performance management?

Yes.

Participants learn performance-management fundamentals, expectations, measures, feedback, performance gaps, and development.

Does it cover performance appraisal?

Yes, as one element of the broader performance-management cycle.

Does it cover Learning and Development?

Yes.

Participants learn Training Needs Analysis fundamentals and how training should connect to actual capability gaps.

Does it cover employee engagement?

Yes.

The program clarifies that employee engagement is broader than recreational activities or company events.

Does it cover employee discipline?

The program provides foundational awareness of employee-relations, documentation, coaching, corrective action, and the need for appropriate policies and escalation.

It does not substitute for qualified labor-law advice.

Does it teach Philippine labor law?

The program creates **HR compliance awareness** in the Philippine context but is not designed as a comprehensive labor-law seminar.

A separate **Philippine Labor Law and HR Compliance Training** would be more appropriate for detailed legal requirements.

Does it cover HR metrics?

Yes.

Participants learn basic workforce, recruitment, performance, learning, engagement, attendance, and retention indicators.

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Does it cover succession planning?

The concept is introduced as part of talent development.

A dedicated **Succession Planning Training** provides deeper application.

Does it cover employee retention?

Yes, at a foundational level.

Can we use our actual HR policies and forms?

Yes.

For customized in-house delivery, MSS Corporation may incorporate relevant client documents where appropriate.

Can the training help us establish an HR function from scratch?

The one-day program provides the foundation.

Organizations needing actual HR-system development may require a broader HR consultancy covering:

- HR policies;
- HR forms;
- Job Descriptions;
- recruitment;
- onboarding;
- performance management;
- compensation;
- employee relations;
- HR dashboards.

Can this be delivered virtually?

Yes.

Virtual delivery may use breakout-room cases, shared HR templates, candidate-assessment exercises, performance scenarios, and employee-relations simulations.

Is one day enough?

One day provides a practical foundation using the complete **MSS P.E.O.P.L.E.™ Human Resource Management Fundamentals Framework**.

Organizations requiring deeper capability across individual HR disciplines may proceed into specialized HR training programs or a multi-session HR Academy.

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RELATED MSS CORPORATION TRAINING PROGRAMS

Organizations considering this program may also explore:

- Recruitment and Talent Acquisition Training;
- Behavioral Interviewing Training;
- Job Analysis and Job Description Writing Training;
- Workforce Planning Training;
- Employee Onboarding Training;
- Performance Management Training;
- Performance Appraisal Training;
- KPI Development Training;
- Training Needs Analysis Training;
- Learning and Development Training;
- Compensation and Benefits Training;
- Employee Engagement Training;
- Employee Retention Training;
- Employee Relations Training;
- Succession Planning Training;
- HR Analytics Training;
- Supervisory Development Training;
- Management Development Program; and
- Philippine Labor Law and HR Compliance Training.

WHY CHOOSE MSS CORPORATION FOR BASIC HUMAN RESOURCE MANAGEMENT TRAINING IN THE PHILIPPINES?

The Entire Employee Lifecycle Is Connected

The program does not teach HR as a collection of unrelated administrative functions.

Participants see:

Plan → Recruit → Select → Onboard → Administer → Perform → Develop → Engage → Retain → Relate → Separate → Improve

Proprietary MSS P.E.O.P.L.E.™ Framework

Participants receive a memorable HR management methodology:

Position → Employ → Organize → Perform → Listen → Exit

Business and Employee Perspectives Are Balanced

HR must understand both:

What the organization needs

And

What employees need to perform effectively.

HR and Manager Responsibilities Are Clarified

The program does not create the misconception that:

“People problems belong entirely to HR.”

Managers remain accountable for managing their people.

Recruitment Is Evidence-Based

Participants move away from:

“I like this candidate.”

toward:

“What job-related evidence supports this selection?”

Onboarding Goes Beyond Orientation

New-hire integration is connected to role understanding and productivity.

Performance Management Is Ongoing

The program goes beyond annual appraisal and emphasizes:

Expectations → Monitoring → Feedback → Development → Evaluation

Training Is Not the Automatic Answer

Participants diagnose performance gaps before recommending learning interventions.

Engagement Is More Than Events

The program connects engagement with:

- Leadership;
- work;
- recognition;
- growth;
- fairness;
- communication.

Employee Relations Requires Discipline

Participants strengthen:

- Listening;
- objectivity;
- documentation;
- consistency;

- escalation awareness.

HR Becomes More Data-Aware

Participants begin measuring workforce outcomes rather than simply counting HR activities.

EnterTRAINment Methodology

Participants actually:

Plan → Screen → Interview → Onboard → Diagnose → Develop → Resolve → Measure
rather than merely listen to HR theory.

Highly Customizable

MSS Corporation may integrate the client's:

- Policies;
- Job Descriptions;
- HR forms;
- recruitment practices;
- performance systems;
- employee cases;
- HR metrics.

CALL TO ACTION

Good Human Resource Management Starts With Getting the Fundamentals Right.

Equip your new HR practitioners, HR Assistants, HR Officers, administrators, supervisors, managers, and business owners with the practical foundation needed to manage the complete employee lifecycle more professionally—from workforce planning and recruitment to onboarding, employee administration, performance, development, engagement, employee relations, separation, and HR improvement.

Partner with MSS Corporation for a customized:

- **Basic Human Resource Management Training in the Philippines**
- **Training on Basic Human Resource Management in the Philippines**
- **Human Resource Management Basics Training in the Philippines**
- **Training on Human Resource Management Basics in the Philippines**
- **Basics of Human Resource Management Training in the Philippines**
- **Training on the Basics of Human Resource Management in the Philippines**
- **Fundamental Human Resource Management Training in the Philippines**
- **Training on Fundamental Human Resource Management in the Philippines**
- **Human Resource Management Fundamentals Training in the Philippines**
- **Training on Human Resource Management Fundamentals in the Philippines**
- **Fundamentals of Human Resource Management Training in the Philippines**
- **Training on the Fundamentals of Human Resource Management in the Philippines**

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designed around your organization's HR maturity, employee population, industry, existing policies, management structure, HR systems, and people-management requirements.

P.E.O.P.L.E.™ — BECAUSE GOOD HR IS ABOUT BUILDING BETTER PEOPLE SYSTEMS FROM HIRE TO RETIRE.

Get the right people. Manage them right. Help them perform. Help the organization grow.

With MSS, We Make Strong Success.