

PART ONE : ROLES & IMPORTANCE OF HR

Human Resources (HR) is concerned with the issues of managing people in the organization. The Human Resources department is responsible for many people related issues in an organization.

Under the HR department's remit are the following **functions**:

- The process of recruiting suitable candidates for the organization
- Identifying and meeting the training needs of existing staff
- Ensuring employee welfare and employee relations are positive
- Ensuring the working environment is safe for employees
- Raising awareness of current workplace legislation

The Human Resources Department also covers **five key roles**.

- **Executive role** – in this role the HR department are viewed as the specialists in the areas that encompass Human Resources or people management.
- **Audit role** – in this capacity the HR department will check other departments and the organization as a whole to ensure all HR policies such as Health & Safety, Training, Staff Appraisal ,etc are being carried out in accordance with the company's HR policy.
- **Facilitator role** – in this role, the HR department help or facilitate other departments to achieve the goals or standards as laid out in the HR policies of the organization. This will involve training being delivered for issues that arise in the areas relating to people management.
- **Consultancy role** – the HR department will advise managers on how to tackle specific managing people issues professionally.
- **Service role** – in this capacity the HR department is an information provider to raise awareness and inform departments and functional areas on changes in policy.

Daily Life :

The HR Department maintains close relationships with department leaders to gain a thorough understanding of both the technical qualifications and the personal qualities desired of every candidate for every position to be staffed. It coordinates training and support to ensure employees meet the organization's performance standards and expectations. The HR Director manages the employee benefits program and creates and implements workplace policies and procedures that enhance employee productivity and satisfaction. It contributes fundamentally to the organization's ability to provide a high quality customer experience by hiring and training high-quality employees.

5 Tips for New HR Professionals

1. Deepen your business knowledge to enhance your contribution to your business partners in these seriously challenging times.
2. Expand your network with social media and use it
3. Mine your network for thought leadership and learn
4. Be both a value contributor and a game changer
5. Grow your thinking, your skills and your leadership like there is no tomorrow

1 INTRODUCTION

- 1.1 Opening the presentation
 - Welcoming the audience
 - Introducing yourself
 - Saying what you topic is
 - Explaining why your topic is relevant for your audience
- 1.2 Structure a presentation
 - What you are going to say
 - Talk about the structure
- 1.3 Organization
 - Timing
 - Handouts
 - Questions

2 MAIN IDEA

- 2.1 Getting the audience attention
 - Ask a rhetorical question
 - Start with an interesting fact
 - Tell a story or anecdote
 - Give a problem to think about
- 2.2 Signposting
 - Saying what is coming
 - Moving on to the next point
 - Indicating the end of a section
 - Referring back
 - Summarizing a point
- 2.3 Talking about (difficult) issues
- 2.4 Referring to other points
- 2.5 Talking about the visuals
 - Showing the media
 - Explaining a visual
- 2.6 Adding ideas
- 2.7 Emphasizing the important points/information
- 2.8 Dealing with interruptions

3 CONCLUSION

- 3.1 Conclusion of a presentation
 - Signaling the end of the presentation
 - Summarizing the main points
 - Recommending / suggesting sth.
- 3.2 Effective ending
 - Using questions
 - Quoting a well – known person
 - Referring back to the beginning
 - Calling the audience to action
- 3.3 Dealing with questions
 - Asking for clarification
 - Reforming questions
 - Avoiding giving an answer
- 3.4 Admitting you don't know the answer

1.1 Opening the presentation
Welcoming the audience
Good morning, ladies and gentlemen, First of all, let me thank you all for coming here today I 'm delighted that so many of you could come.
Introducing yourself
Let me introduce myself. I 'm Siri-orn Champatong from SSRU. For those of you who don't know me, my name is As you probably know, I 'm new HR manager. I 'm head of HR here at SSRU
Saying what you topic is
As you can see on the screen, our topic today is Today's topic is What I'd like to present to you today is The subject of my presentation is
Explaining why your topic is relevant for your audience
My talk is particularly relevant to those of you/us who Today's topic is particular interest to those of you /us who The topic is very important for you because By the end of this talk you will be familiar to
Tip – Use the words like we, us, and our to highlight common interest.
1.2 Structure a presentation
What you are going to say
WOULD LIKE + INFINITIVE Today I 'd like to tell you about our new plans. This morning I'd like to bring you up to date on our department.
GOING TO + INFINITIVE I'm going to talk to you today about new development in the HR Department. This afternoon I 'm going to be reporting on the new division.
WILL + INFINITIVE I 'll begin by explaining the function. I'll start of by reviewing our progress. After that, I'll move on to my next point.
WILL BE + VERB (-ING) I 'll be talking about our guidelines for internet use. During the next hour we'll be looking at the advantages of this system.
1.3 Organization
Timing
My presentation will take about 20 minutes. It should take about 30 minutes to cover these issues.
Handouts
Does everybody have a handout/brochure/report ? Please take one, and pass them on. I'll be handing out the copies of the PPT slides at the end of my talk.
Questions
There will be time for questions after my presentation. If you have any questions, feel free to interrupt me at any time. Feel free to ask questions at any time during my talk.



2 MAIN IDEA

2.1 Getting the audience attention

Ask a rhetorical question

Is market research important for brand development ?
Do we really need quality assurance ?

Start with an interesting fact

According to the article I read recently, central banks are now buying euros instead of dollars.
Did you know that fast food consumption has increased by 60% in Europe since 2002 ?

Tell a story or anecdote

I remember when I attended a meeting in Paris.....
At a conference in Madrid, I was once asked the following questions:.....

Give a problem to think about

Suppose you wanted to set up a new call centre. How would you go about it ?
Imagine you had to reorganize the sales department. What would be your first step ?

2.2 Signposting

Saying what is coming

In this part of my presentation, I 'd like to tell you about
So ,let me give you a brief overview.....

Moving on to the next point

This leads directly to the next part of my talk.
This leads to the next point, which is
This now leads us to my next point
Let's turn now to the issue of.....
Let's move on to the next point.
Let's now turn to the next issue.

Indicating the end of a section

This brings me to the end of my second point.
So much for.....
So that's the background

Referring back

As I mentioned before,
As I said earlier
Let's go back to what we were discussing earlier.
Let me now come back to what I said earlier.
As I said earlier, I 'll be focusing on our new HR strategies.

Summarizing a point

I'd like to sum up the main points.
Let me briefly summarize what I've said so far.

2.3 Talking about (difficult) issues

I think we first need to **identify** the problem.
Of course we will have to **clarify** a few points before we start.
We will have to **deal with** the problem of increasing prices.
How shall we **cope with** unfair business practices ?
The question is : why don't we **tackle** the distribution problems.
If we don't **solve** this problem now, we 'll get into serious trouble soon.
We will have to **take care of** this problem now.

2.4 Referring to other points

I'd like to mention some critical points **in connection with/concerning** payment.
There are a few problems **regarding** the quality.
With respect to/regard to prices, we need more details.
According to the survey, our customers are happy with this product.

2.5 Adding ideas

In addition to this, I'd like to say that our IT business is going very well.
Moreover / However, there are other interesting facts we should take a look at.
As well as that, we can offer excellent conditions.
Apart from being too expensive, this model is also too big.
To increase sales, we need a new strategy **plus** more people.

2.6 Emphasizing the important points/information

Using a verb

I'd like to **stress** the following point.
I'd like to start by **drawing your attention to** the latest figures.
I'd like to **emphasize** that our market position is excellent.
I'd like to **highlight** the main problem areas.
I'd like to **point out** how important HRD is for us ?
I'd like you to **focus** your attention **on**
I should **repeat** that our turnover last year was excellent.
Let's **look more closely at**
I think you'll **be surprised to see**.....
It is interesting to note that this model is selling quite well in the US.
It is quite remarkable how much progress has been made by HR Team.

Using what

What is really important is how much we prepared to invest.
What we should do is talk about intercultural problems.
What we can do is increase our budget
What I'd like to point out here is

Rhetorical questions

So, just how good are the results ?
So, where do we go from here ?
How can we explain this uneven development ?
Why do I say that ? Because.....

Adverb + Adjective construction

It would be **completely wrong** to change our strategy at this point.
We compared the two offers and found the first one **totally unacceptable**.
I think this fact is **extremely important**.
This is a **highly interesting** point.
Unfortunately, we found that some of the test results are **completely useless**.
Right now this item only cost \$1.50, I think that's **incredibly cheap**.
I'm pleased to say that the crash test shows that the system is **absolutely safe**.
I'm pleased to hear our sick leave last month was **surprisingly good**.



2.7 Talking about the visuals

Showing the media

On the next page, you will see a photo of the new uniform.

My next slide shows how much the labour market has changed.

As you can see from this picture, the design is absolutely new.

Let me just show you some interesting detail.

To illustrate this, I will show you our latest poster.

Let's now have a closer look at the figures on the next page.

Here we can show how many customers have complained about the service.

I have a slide which shows the market development in 2005.

Explaining a visual

Let's now look at the next slide which shows.....

First, let me quickly explain the graph.

You can see that different colors have been used to indicate.....

The key in the bottom left hand corner shows you.....

2.8 Dealing with interruptions

If you don't mind, I'll deal with this question later in my presentation.

Can we get back to that later ?

Would you mind waiting with your questions until the QA session at the end ?

Before we continue, let me briefly summarize the points we were discussing.

So, back to what I was saying about.

3 CONCLUSION

3.1 Conclusion of a presentation

Signaling the end of the presentation

Well, this brings me to the end of my presentation.

Thank you for all listening.

OK. I think that's everything I wanted to say.....

As a final point, I'd like to

I'm now nearing the end of my talk

Summarizing the main points

I just run through the 3 different options.

Before I stop, let me go through my main points again.

To sum up then, we

I'd like to run through my main points again.

Just to summarize the main points of my talk

Recommending / suggesting sth.

We'd suggest

We'd therefore recommend that we

In my opinion, we should

What I'd like to suggest is

Inviting questions

Now I'll be happy to answer any questions you may have.

We just have time for a few questions.

3.2 Effective conclusions

Using questions

After all, isn't that why we're here ?

Let me just finish with a question : if we don't do it, won't somebody else ?
Quoting a well – known person
As Once said, To quote a well-known businessman, To put it in the words of
Referring back to the beginning
Remember what I said at the beginning of my talk today ?Well, Let me just go back to the story I told you earlier. Remember,
Calling the audience to action
So that's the plan. Now, let's go and put it into practice. Now, let's make a real effort to achieve this goal !
3.3 Dealing with questions
Asking for clarification
I 'm sorry. Could you repeat your question, please ? I 'm afraid I didn't quite catch that. I 'm afraid I don't quite understand your question.
Reforming questions
I see. So what you're asking is If I understand you correctly, you want to know OK, let me just repeat your question so everybody can hear it. If I could just rehearse your question,
Avoiding giving an answer
If you don't mind, I 'd prefer not to discuss that today. Perhaps we could deal with this after the presentation / at some other time. I 'm afraid that's not really what we're here to discuss today.
Admitting you don't know the answer
Sorry. That's not my field. But I 'm sure Peter Bott from Sales could answer your question. I 'm afraid I don't know the answer to your question, but I 'll try to find out for you. I 'm afraid I 'm not in a position to answer that. Perhaps Maria could help.

Useful words
Making contrasts
Although Despite However Nevertheless Whereas While On the other hand
Describing results
Consequently As a result Therefore Thus
Numbers
2 m 2 million
1.6 bn one point six billion
1/3 one-third
¾ three – quarters
235 m2 two hundred and thirty – five square metres
98 % ninety -eight percent
\$ 150,000 one hundred and fifty thousand dollar (s)

Practice :The Presentation

☞ Starting a presentation/Sequencing a presentation/Talking about the past activities

Situation : Diane and Tom are giving a presentation to John and Karen about Lowis.

Diane : Ok. So Tom and I would like to tell you something about the two biggest projects at Lowis over the last 3 years; first ,there 's the accounting software – X Root – that we use for all our bookkeeping, and second, the Jupiter project for the government.

So, first of all. X Root-. Some years ago we used a basic spreadsheet for all our bookkeeping . This wasn't a problem then because we worked in one London office. But after we opened offices in Strasbourg, Seoul and then Houston, we realized we needed to upgrade. The system was a problem at first, but we used some consultants to help us and now everything works very well.

Karen Sorry, do you store your numbers in a Delphic or Compex database ?

Tome: Compex. X – Root only works with Compex.

Diane: Thanks. Tom

Karen: I see.

Diane: So. Next topic. Tom can tell you about the Jupiter project.

Tom: Thanks, Diane. Well, I was the project manager for the Jupiter project, which was GBP 45....

Practice :Question and answers at the presentation

☞ Handling questions/ Asking Questions about the past

Situation : At the end of Diane and Tom's presentation. John and Karen have some questions about Lowis always worked here in London ?

Tom : Ok, so do you have any question ?

John : Yes, Diane, have you always worked here in London ?

Diane: Sorry, I don't understand your question.

John : Well, I mean did you ever work at any of the Lowis offices outside Britain ?

Diane :Ah, I see. I 'm glad you asked that question, John. Yes, I did.

In 2008 I was sales manager responsible for Asia and I worked in Seoul. But I didn't work there for very long, only about 6 months.

Karen:Were you responsible for the X-Root project in Asia ?

Diane :No, I wasn't. That was my boss, Mr. Lee Ji Sung.

John :Ah, yes, Mr. Lee. I met him last week in Sydney. And how much did the new system cost ?

Diane: **That 's a good question....erm.... I 'm not sure about that.** Tom, do you know ?

Tom :Yes, Including the Compex consultants it cost around 6 million dollars.

Karen:And how long did it take to install ?

Tom :That was very fast. The project took 9 months.

John :That is fast ! **Now I have a question for you,** Tom :

when did you work for the Jupiter project start ?

Tom :Oh, let me think. It began about 12 months ago when I started work on the.....

Speech Sample

Delegates from Guilin University of Electronic Technology (GUET),
Deans and Directors,
Distinguished guests,
Ladies and Gentlemen,

We graciously welcome our delegates from **Guilin University of Electronic Technology** on their first visit to Suan Sunandha Rajabhat University. Your visit demonstrates the desire to increase future collaborations between our universities. Like SSRU, GUET strives to connect and teach students from all around the world. In fact, Guilin has been a particularly innovative university, as they were one of the first in China to establish a network capable of global relations by using the China Education and Research Network. As the internet has become a more prominent resource for education, utilizing the technology has become a necessity. Both SSRU and GUET understand this and will continue to employ and develop this inevitably developing industry.

On behalf of SSRU, I would like to thank you for your hospitality during the visit for your 50th anniversary in November 2010. President Chuangchote Bhuntuech enjoyed the chance to visit your wonderful campus and be a part of the historic occasion, in particular, to attend the President's Forum and meet GUET alliance around the continents. Your generosity has been greatly appreciated, and I hope that your visit today will be just as accommodating.

Knowledge is like a river. We are constantly learning and aiming to better both ourselves and the world we live in. With this meeting, I hope to discuss our future collaborations. I feel that our continuing partnership can only lead to harmonious and prosperous futures for both universities.

At this time, I would like to personally thank each of our visitors,

- Mr. Zhao Ming, Director of the Office for International Cooperation
- Mr. Tang Ligu, Deputy Director of Department of Academic Affairs
- Mr. Wei Han, Dean of School of Foreign Languages Studies, and
- Mr. Chen Ning, Dean of School of Information Technology.

Welcome to Suan Sunandha Rajabhat University.

Thank you for your attendance, and may this visit be the first of many.

“ Ladies and gentlemen, thank you very much for coming along here today. I hope my presentation isn't going to take too long and that you will find it interesting. The purpose of today's presentation is to discuss how we can improve internal communications within our company.

Now let me begin by explaining that I'd like to talk about the business case for better communication; secondly, I want to cover different styles and methods; and finally I would like to finish off by talking about some of the basics we need to have in place to deliver good quality, consistent communications across the company. I'd be very happy to invite you to ask questions at the end of the session and I'm sure there'll be plenty of time for us to discuss some of the points that have been raised.”

“ Good afternoon, ladies and gentlemen. Thank you for finding the time to come and join me for this presentation this afternoon. My name is Tim Mason, I'm a retail consultant, and many of you will have seen me shadowing you in your jobs and looking through the accounts and so on in the company over the last week. I've invited you here today to have a look at my findings. First, I'd like to have a look at the performance of the company, the sales of the company over the last three years; then I'd like to have a look at our market share in the women sweater and look at our competitors; and thirdly, I'd like to suggest some improvements in our range of women sweater. At the end I'd be happy to answer any of your questions.”

PART THREE : HOST VISITING

Checklist

- Date & time :**
- Length of time for talk:**
- Length of time for questions:**
- Welcome sign:** digital/poster
- Venue:** **Room 5724**
- Room set-up :** U shape / Theatre / circle
Bouquet
Greeting sign
- Equipment needed :** Flip chart / white board / OHP/ LCD / Notebook / pointer/ mobile microphone
- List of delegates :** Name and position
- Representative list:** Name and position
- Welcome pack:** Brochure/leaflet
- Handouts:** Copies
- Nametag:** table stand/tag
- Token:** Company/personal
- Group photo:** Chair/camera
- Refreshment:** creamer/fresh milk/low fat milk/brown sugar/caramel sugar/hazelnut sugar
Snack set
- Meal:** Food restriction
- Feedback form:** Evaluation form
- Namecard:** Chair
- Confirmation:** Representative/Chair
- Welcome speech:** a copy to the chair / a copy with the cover with large size
- Car parking reserved:** Vehicle unit
- Media:** E-News (Welcome and visit)
- Thank you:** Thank you for a visit via Email

Useful phrase
<p>Coffee break</p> <p>Would you like some ?</p> <p>Would you care for coffee or tea ?</p> <p>Have some.....</p> <p>Help yourself to something.</p> <p>Could you pass me ?</p> <p>It 's delicious.</p> <p>Sorry, is that pork ?</p> <p>I 'm afraid I don't eat meat.</p>
<p>Take a break</p> <p>Allow me to inform you that the restrooms are at the corner on this floor.</p> <p>We will have a twenty minute break. The refreshment will be provided at the corridor.</p> <p>Please come back to the room by 11.00 am.</p>