



**LS HUMAN CAPITAL  
SDN BHD** 1171487-T

(FORMERLY KNOWN AS  
LYONS SHERS INCORPORATED SDN. BHD.)

# INSIGHTS AND ADVICE ON HOW BEST TO MANAGE YOUR HUMAN CAPITAL ISSUES

## HOW WE CAN BE OF SERVICE

Our specialisation is in the field of employee relations and employment law compliance. Established in 2005, we have successfully consulted, trained and via our online subscription solutions helped more than 1000 companies throughout Malaysia and South East Asia better manage their human capital. Our range of companies range from the who's who of the largest publicly listed companies and multinationals on to small and medium sized businesses across a wide range of sectors. Our employment law compliance services is designed to ensure your organisation continues to stay ahead of the law's requirements while conforming to industry HR best practices when managing "delicate" employment related issues; be it in the form of manpower reorganisations, implementing employee performance improvement initiatives or managing misconducts at the workplace. We accomplish this via three primary services:

- i) Consulting/advisory services, where we provide customised legal/HR advise on how best to manage any particular situation affecting your workforce or employees,
- ii) Training services, where through a combination of our leadership and employment law compliance courses help ensure your organisation's managers and supervisors are equipped with the right knowledge and skills to manage their subordinates, and
- iii) Online subscription services, where we provide online solutions to guide and update your organisation with the latest developments and insights on how best to manage your human capital.



Managing your workforce can sometimes be a complex endeavour with the myriad laws, regulations and compliance requirements in place – particularly in terms of employment law. We can be of service here where our consulting and advisory services focus on implementing strategies and plans within your organisation to prevent any employment law related disputes from occurring. Our consulting and advisory services here include:

- a) Management Retainer services where we ensure all your staff employment, disciplinary and contract letters and processes are in compliance with both legal and human resource best practices with the aim of preventing employment disputes/litigation.
- b) Customised Advice on how best to manage any particular staffing situation, be it in terms of managing an under-performing staff, handling misconducts, or implementing a staff reduction programme.
- c) HR Documentation Audits, where we review and audit all your current HR related documents such as your organisation's employment contracts, HR Policies and Procedures, Personal Data Protection Act notice compliance and Disciplinary documents in ensuring your organisation's human resource function is proactively supporting the organisation.
- d) Manpower Reorganisation services where we help your organisation ensure any staff reduction exercise is conducted fairly yet effectively.
- e) Performance Improvement Plan consulting services where we coach and guide your managers as they manage any subordinates under a performance improvement plan in ensuring the process is conducted fairly and constructively while being properly documented.

# TRAINING SERVICES

Our training services focuses on equipping your managers become better “people managers or leaders” via two principal means:

- a) Employment Law compliance training where we guide your managers and aspiring managers on how to practically manage their day to day staff performance, productivity and discipline issues from both a legal and HR perspective, and
- b) Leadership training where we train your managers and aspiring managers on the requisite skillset and mind-set required to function as an effective leader at the workplace.

## 1. Employment Law Compliance

Under Employment Law Compliance, we offer the full suite of employment law related compliance training (which can be customised to country specific legislation within South East Asia). Our range of training courses offered here include:

- 1) How to Prevent Employment Disputes at The Workplace
- 2) How to Proactively Manage Your Staff Performance and Productivity Issues
- 3) How to Successfully Conduct a Domestic Inquiry
- 4) Complying with Malaysia’s Employment Act and Industrial Relations Act
- 5) Managing Staff Reorganisations Effectively

## 2. Leadership

Under our “Leadership” segment, we conduct two U.S. certified core leadership modules, namely:

- 1) The Leadership Challenge, and
- 2) The Great Workplace: Building Trust and Inspiring Performance.

In addition to these core leadership modules, we also offer the following courses in helping your managers become better communicators at the workplace:

- 3) How To Successfully Coach and Counsel Your Subordinates
- 4) How Understanding Body Language Makes You a Better Communicator
- 5) How to Identify and Select the Right Job Candidate
- 6) How to Coach Your Employees Under a Performance Improvement Plan
- 7) Making the Transition to Management
- 8) The Modern Meeting Standard: How to Hold More Effective Meetings



All our courses are claimable under the Human Resource Development Fund (HRDF) or PSMB



PEMBANGUNAN SUMBER MANUSIA BERHAD

## SOFTWARE SOLUTIONS

Not every manager has the luxury of time when it comes to learning. We help organisation's bridge this requirement for learning within their time constraints by offering the following two solutions suited to the manager's time and need.

### 1) THE HR COMPLIANCE TRAINING SYSTEM FOR MANAGERS

The HR Compliance Training System for Managers has been developed as a one-stop online training and guidance tool for managers in managing their day to day staff productivity, performance, and discipline issues. Developed in 2012, this system guides managers and supervisors in your organisation with the specific steps they need to take in managing their day to day staffing issues ranging from absences, late-coming, poor performance, misconducts on to compliance issues with the Personal Data Protection Act.

This system addresses the whole breadth of the employment relationship where a wide range of scenarios from the start to the end of employment are covered. Encompassing 23 modules, it will provide step by step guidance to your managers and supervisors on how to ensure:

- 1) A newly joined staff quickly adapts to the organisation's culture during the staff orientation process
- 2) An employee under probation is treated fairly and effectively
- 3) All staff absenteeism, late-coming and MC issues are handled efficiently, firmly and fairly
- 4) A confirmed employee is treated clearly and fairly with regard to the setting of performance targets and management of these targets
- 5) Major misconducts such as insubordination, sexual harassment, theft and misrepresentation are managed swiftly and effectively
- 6) The security and privacy of their employees personal information is protected in compliance with the Personal Data Protection Act
- 7) The exit interview process is correctly handled when an employee leaves the organisation

This system is available online, giving your managers the flexibility to learn and view solutions to their HR issues AT THEIR OWN PACE. The system is also 100% claimable under the Human Resource Development Fund or Pembangunan Sumber Manusia Berhad (PSMB) through its SBL - Khas programme.



## 2) THE MALAYSIAN LABOUR LAWS WIZARD



Our flagship application, the Malaysian Labour Laws Wizard is a subscription based application where we provide our clients with regular updates pertaining to employment law and employee relations. Some 60% of public listed companies in Malaysia today have access to these updates. Under this subscription, our focus is to provide our clients with timely insights on how best to manage their human capital issues. The system is separated into five areas, namely:

- a) A Question and Answer section that answers practically any question you have related to employment issues
- b) A Section of the Law section which allows you to search any specific legislation you need
- c) A Court Award section which contains updated court awards covering employment law, i.e. Industrial and Higher Court awards
- d) Flow Charts guiding you on a procedural basis on what to do when managing your human capital issues
- e) Management documents which cover employment letters, contracts and disciplinary related documents

All these five areas can be searched on a “topic” basis which ensures that you are able to find your answer to any given HR/employment law related issue in a quick and effective manner. Finally, subscription to this service comes with weekly updates covering industrial court decisions and HR/leadership best practices. This solution is used by human resource practitioners and business decision makers who want easy access and answers to their HR issues without having to pore through voluminous case law.

**“If you are serious about staying on top of your HR issues, subscribe to the Malaysian Labour Laws Wizard. The quality and insights alone that you get from their weekly updates is worth the little investment of RM300 per month”**

*(Tunku Tan Sri Imran Ibni Tuanku Jaafar  
Chairman, Syarikat Pesaka Antah)*

## SOME OF OUR SUCCESS STORIES

### **Implementing a Performance Improvement Culture**

When the new management at one of Malaysia's largest financial institutions decided to implement a performance driven culture across the organisation, it realised that a system for managing under-performing staff was just as important as its system for managing top performers. It engaged us to review its current performance management system and to make recommendations for improvement to its current system for managing its under-performers. Following our recommendation, the bank institutionalised a performance improvement plan or PIP process across the organisation where 5% of its staff were annually placed under this process. The objective behind this implementation was clear, i.e. to get the message across to all levels of employees that the organisation was performance driven.

Following the implementation of this system, we developed a customised one and one half day training module for the bank and trained a total of 3000 managers on how to successfully manage their subordinates placed under a Performance Improvement Plan. This project was completed within a short time span of three months and following the success of this project, we were retained to carry out this similar exercise across its Singaporean, Indonesian and Thai operations.

### **Reorganisations**

Due to a realignment of its business operations following a merger, one of the country's top asset management firms realised that it needed to rationalise its workforce. This resulted in it identifying close to 140 employees as redundant. It consulted us on how best to implement this reorganisation. We then in concert with its legal team helped devise a mutual separation scheme which was targeted to the identified employees.

Following the development of this scheme, we also conducted a workshop to guide each of the managers whose staff were being made redundant on how to approach the Mutual Separation Scheme discussion with their subordinates from both a humanistic and legally compliant manner. As a result of attending these workshops, the managers felt more confident about approaching their staff affected by the Mutual Separation Scheme and to walk them through the process. Due to this, the organisation achieved a 100% acceptance rate with the employees affected commenting that they harboured no ill feelings as they felt that the organisation conducted this exercise in a respectful and humane manner. This in turn helped the organisation nurture and maintain employee morale during that difficult phase.

### **Managing Staff and Leadership Skills**

A manufacturer with operations across four states in Malaysia found there was a culture of favouritism at the workplace. Due to this, morale of the workforce dropped and affected its overall productivity. In assessing the cause for this, the company discovered that while most of its managers had the technical acumen, they lacked the human relations and leadership skills necessary to manage their staff humanely and proactively. They hired us to conduct a customised workshop for 150 of their supervisory and management staff focusing on:

- 1) The legal/compliance requirements for managing staff productivity (such as absenteeism, late-coming, and medical leaves) and performance, and
- 2) How to coach, counsel and lead their subordinates.

We successfully conducted these workshops where we received an "excellent" overall evaluation prompting their training department to contact us and inform us that the rating on our training effectiveness was the highest for any training it had organised within the past five years.



# PARTIAL LIST OF CLIENTS WE HAVE SUCCESSFULLY SERVED

## BANKING, FINANCE & INSURANCE

AFFIN HWANG CAPITAL  
 BANK OF CHINA  
 BANK RAKYAT  
 BANK SIMPANAN NASIONAL  
 ETIQA INSURANCE  
 HONG LEONG GROUP  
 MAYBANK  
 MIDF  
 TAKAFUL IKHLAS



## HOTELS, RESORTS & VENUES

HILTON HOTELS  
 KUALA LUMPUR CONVENTION CENTRE  
 NOVOTEL KL  
 PULLMAN PUTRAJAYA  
 ROYALE BINTANG HOTEL (BOUSTEAD GROUP)  
 ROYALE CHULAN HOTEL (BOUSTEAD GROUP)  
 SHANGRI LA HOTEL KL  
 MARRIOTT PUTRAJAYA



## MULTINATIONALS

ACE JERNEH INSURANCE  
 AJINOMOTO  
 COMPUTER SCIENCES CORPORATION (CSC)  
 FINISAR CORPORATION  
 GUINNESS ANCHOR BERHAD  
 PHILIPS



## PROPERTY & DEVELOPMENT

JOHOR LAND BHD  
 PAVILION REIT  
 SIME DARBY PROPERTY  
 THE UEM GROUP



## HOSPITALS & MEDICAL CENTRES

INSTITUT JANTUNG NEGARA (IJN)  
 PRINCE COURT MEDICAL CENTRE  
 SIME DARBY MEDICAL CENTRE



## PLANTATION COMPANIES

IOI PLANTATION  
 KECK SENG PLANTATIONS  
 KL KEPONG  
 TH PLANTATIONS



## UTILITIES

ALAM FLORA  
 SYABAS  
 TENAGA NASIONAL BERHAD  
 TELEKOM MALAYSIA BERHAD  
 TIME DOTCOM BERHAD



## MANUFACTURING

UMW BERHAD  
 PERODUA  
 CCM BERHAD



## SUPPORT AND ASSISTANCE ANY TIME

We are able to answer any inquiries you have during official working hours. We pride ourselves on confidentiality and any issue you have will be attended to with the strictest confidence. We also strive to answer all business inquiries from our clients within the same business day or 24 hour time-frame. You also have the option of contacting us over the phone where our consultants can answer your inquiry instantly.



---

## HOW TO CONTACT US

Call us at 603-4270-3666 for any inquiries you may have during our official business hours from 9 am to 6 pm (Mondays to Fridays). Alternatively, you can send us a fax at 603-4270-3505 or email us at one of the following:

For training related services, e-mail us at	: <a href="mailto:training@lshumancapital.com">training@lshumancapital.com</a>
For consulting/advisory services, e-mail us at	: <a href="mailto:advice@lshumancapital.com">advice@lshumancapital.com</a>
For subscription/update services, e-mail us at	: <a href="mailto:updates@lshumancapital.com">updates@lshumancapital.com</a>
For other general inquiries, email us at	: <a href="mailto:info@lshumancapital.com">info@lshumancapital.com</a>

**Block B, 12A, Mezzanine Floor, Jalan Selaman 1, Dataran Palma 68000 Ampang, Kuala Lumpur**  
**Email: [info@lshumancapital.com](mailto:info@lshumancapital.com)    Tel: 603-4270 3666    Fax: 603-4270 3505**

[www.lshumancapital.com](http://www.lshumancapital.com)