

Hi!

In the last couple of weeks, two issues affecting the Human Resources community have hit the headlines.

1. OUTSOURCING

2. MANDATORY REPORTING ON HUMAN CAPITAL MANAGEMENT

Outsourcing

Outsourcing, which has resulted in loss of jobs to host countries, has led to big debates. The US Senate's resolution barring American companies from outsourcing their government contracts overseas and the outsourcing of a few hundred jobs to India by the Australian company TELSTRA brought about heated discussions. I think globalisation has arrived; initially it seemed only the developing countries were apprehensive about it, but now even the developed countries are getting extremely worried. This brings to mind John Gapper's story, 'When the haves worry more than the have-nots,' a commentary on the World Economic Forum at Davos, which appeared in the Financial Times. Craig Barret, the Chief Executive of Intel, argued that most jobs can be outsourced in today's globalised and networked world. The efficiencies gained go back to the outsourcing countries. An array of jobs can be done in any corner of the earth. Scans from American hospitals can be sent electronically to India to be analysed overnight. The task is easier in a country like India, where labour is abundant: Infosys, the Indian outsourcing giant reportedly received 960,000 applications for 10,000 jobs. A collection of articles that discuss offshore outsourcing can be found on <http://www.rttsworld.com/services/outsourcing/research.cfm>.

Human Capital Management

The Department of Trade and Industry in the UK has recommended that Human Capital Management indicators on factors like employee relations, turnover, training, and competencies should figure in the mandatory financial reports and if they don't, the company should explain why they do not. This has led to more discussions on the people factor. It is a golden opportunity for the profession to show that the human capital management is no longer a 'nice to have' issue but one that can be strategically linked to performance, with tangible benefits.

A detailed report that gives a British perspective on Human Capital Measurement and Reporting by highlighting practices of top UK companies is available on http://www.accountingforpeople.gov.uk/downloads/lbs_report.pdf.

Key Information

- Training Events: SMR's Accredited Trainer Programme will be held in Singapore, Malaysia, UAE, and India. The Certificate in Training Practice, awarded by the Chartered Institute of Personnel and Development will start in Kuala Lumpur, Malaysia on March 16th. Programme brochure and registration form can be downloaded from www.smrhrd.com.
- Consulting Tips: Alan Weiss has published a great book, 'Getting started in Consulting.' Priced at only US\$ 14/-, this book is a must for any consultant. It gives practical advice on initiating and maintaining relationships with customers in an equitable way. His article 'The Ultimate Tip' is available on his website www.summitconsulting.com

- Event of the year: Ed Scannell, the author of the best selling series 'Games Trainers Play' will be delivering a keynote and facilitating a post conference workshop at HRD Congress scheduled for July 26-28, Kuala Lumpur, Malaysia. Details on www.hrdcongress.com.
- Product of the month: 'Laugh and Learn' by Doni Tamblyn priced at US\$ 17.75 is a great book for those who wish to run training programmes. It provides 95 ways of using humour in teaching to boost the brain. Details: www.amazon.com
- HRDPower Software – A tool to implement competencies seamlessly. To make your competency implementation smooth and to demonstrate return on investment to your management, try adopting the HRDPower standards. Details www.hrdpower.com

SMR News

Corporate brand building remains a top of the mind concern for organisations. We are no exception. After numerous discussions with colleagues and advisors, we have formalised our new logo. We welcome you to view it on our website <http://www.smrhrd.com>.

With our software taking a commanding presence in the market, I have been personally travelling to our Cyberjaya office – SMR HR Technologies. With the demanding work there, I have had less time in KL where Karen, our Managing Director has taken over the reins of SMR HRD operations. She is ably assisted by five division heads – Daram in Training, Azian in Customer Service, Khiem in Events, and Uncle in Admin and Subra in Quality. They are in turn supported by a highly energetic team.

We look forward to serving the learning community with passion. See you at HRD Congress 2004.

Regards
Palan

DISCLAIMER

If you think The Learn and Perform list will be of no use to you, please send a blank email to newsletter-unsubscribe@smrhrd.com

For More details on Dr. Palan, SMR or the Learn and Perform List please visit

<http://www.palan.org.com> – Dr. Palan's Personal Website

<http://www.smrhrd.com> – Specialist Management Resources Corporate Website

<http://www.hrdpower.com> – Competency Based Human Resource Management System

<http://www.hrdcongress.com> – Asia's Largest HR Event

<http://www.hrdwebvarsity.com> - Virtual University
