



HR Services in Asia Pacific



Lewis Silkin's comprehensive HR service **WORKSPHERE** provides a holistic solution for all your people needs. This allows you to gain the right support from a trusted advisor who understands your business.

The HR services that we currently offer in the Asia Pacific Region are set out below. Please do not hesitate to contact us if there is any other HR service that you require – we would be very happy to chat and may well be able to help.

Training

Our training service specialises in running courses for HR, in-house legal and managers. All of our events are designed to be interactive and accessible, and we use either written or filmed case studies to fully engage the participants.

In the Asia Pacific Region we can currently provide the following courses:

- **Conducting investigations (2 hours)**
Workplace investigations can range from a minor disciplinary issue to a complex grievance on a sensitive issue. This practical course guides you through the different steps involved in any investigation, including initial planning, witness interviews and writing your report. We will use a filmed case study to take you through an example investigation in order to illustrate the essential skills involved.
- **Stress and mental health (2 hours)**
Millions of working days are lost each year to common mental health conditions such as stress, anxiety and depression. This course is designed to increase your practical skills in dealing with such issues in the workplace. As part of the session we will use a filmed case study to illustrate common issues and pitfalls when dealing with a stressed employee.
- **Unconscious bias (1.5 hours)**
Unconscious bias can impair effective decision-making and cause unfair treatment of others. We are all biased, but an awareness of those biases and how to address them makes for a more efficient and happier workplace, where everyone's true potential can be realised. This course will introduce participants to the concept of unconscious bias and provide practical guidance on how to ensure everyone is treated fairly at work.
- **Immigration (length of course varies)**
Our immigration team in Hong Kong runs training courses on a variety of topics. We can provide an overview of Hong Kong immigration rules, training on types of visas and different categories of worker, and guidance on compliance and enforcement including recommended record-keeping. We are also able to deliver overview training on immigration requirements in other APAC countries including China.
- **Leadership Workshop**
Designed as a session for Executive Leadership to create awareness of the issues and provide

practical advice on how to handle complaints. The workshop has a number of interactive case studies and filmed clips to demonstrate the consequences of poor behaviour, allowing participants to work in smaller groups and contribute to wider discussions. There is a workbook which accompanies the session.

➤ **Speak Up Seminar**

Designed as a seminar session for up to 40 participants. It is intended to be run after the workshop events and encourage employees to Speak UP when they themselves experience unacceptable behaviour or support a colleague who has experienced poor behaviour. There are filmed clips to emphasise the key messages but limited group work due to the size of the audience. The session offers practical advice on what to say / how to respond when faced with inappropriate comments or behaviour and how to support a colleague.

We can also provide bespoke courses on specific topics, including in an e-learning format. Please do contact us if you would like to discuss your training needs and we would be delighted to help.

Investigations

Running a business is becoming ever more complex and concerns may be raised about things which are unexpected and potentially damaging. Addressing these issues when they first arise can save time and resources, and reduce the risk of them turning into protracted problems. Using an external investigator for a fact-finding investigation will help to demonstrate that you are treating the issue seriously, minimise internal speculation and ensure that confidentiality is retained. The results of an outside investigation are also more likely to be perceived as independent and not politically motivated.

Lewis Silkin has a strong track record in undertaking investigations. We are experienced at separating the relevant facts from an often complex background. We will always agree the scope of an investigation with you before we start work. We will make an initial plan so that we can let you know details of any documents or other evidence that we will need to see and the names of people we would like to speak to. At the end of the investigation, we will provide a full fact-finding investigation report to enable you to decide on the next steps.

Investigations differ considerably and that means costs will also vary. But, we will normally agree a fixed fee after we have talked to you about the scope of the investigation, so you know what the investigation will cost before we start work.

Global cultural fluency

We have recently launched a new global cultural fluency programme which is designed to help clients operate more effectively across boundaries of geography, culture and language. We recognise that most clients now operate in a global environment and that this can bring with it a whole new set of challenges at both strategic and operational levels. Whether you would like to ensure effective

global team communication, improve working with specific countries or address global compliance, we can help.

Our experts have led training and consultancy events in over 50 countries and are skilled at working with multi-cultural, multi-lingual teams in this sensitive, yet vital, area. We can offer a wide range of training options and formats in order to develop a solution that best meets your needs. Lewis Silkin manages the process from beginning to end and will always work with you to understand your exact requirements before providing a detailed proposal. We are happy to provide detailed sample training formats and case-studies to give you a feel for the type of activities we have used and the outcomes we deliver.

The cost of a global cultural awareness programme will depend on your requirements, but we will normally agree a fixed fee after we have talked to you about the scope of the programme so that you know what it will cost before we start work.

Who can I contact to find out more?

For more information or an informal discussion please contact Kathryn Weaver, Emma Richardson or your usual Lewis Silkin contact.



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