



HR Communication Essentials

Navigate complex HR scenarios with confidence and authority – from difficult conversations to boardroom briefings.


1st Cohort: 23 February 2027
2nd Cohort: 3 August 2027
9:30am - 5:00pm
CPD Hours: 6.5


Cantonese
(with English materials)


HKIHRM


Trainer
Ms Eliza Chan

In Human Resources, the true differentiator is advanced communication – the ability to deliver messages with absolute clarity, defuse friction, and gain employee trust even in the most challenging situations. This intensive one-day workshop equips HR practitioners with a structured building-block approach, balancing cognitive and active learning to build from foundational trust to high-level executive briefings.

Key Learning Outcomes

- 1 Handle **sensitive behavioural issues** and difficult conversations with empathy, dignity, and absolute clarity needed to de-escalate friction.
- 2 Manage complex **internal grievances and investigations** across all organisational levels while maintaining strict impartiality.
- 3 Deliver **executive briefings** confidently to senior leadership using data-driven, evidence-based persuasion.

Workshop Modules

Module 1

Performance & Sensitive Behaviours

- Delivering corrective action plans with clarity and metrics
- Addressing personal hygiene or sensitive behavioural issues
- Communicating major policy shifts with empathy & legal precision

Module 2

Negotiation & Clarification

- Interest-based compensation negotiation techniques
- Translating complex calculations into dispute-free explanations
- Building trust through transparency and technical credibility

Module 3

Investigations & Conflict Resolution

- Handling peer friction, leadership complaints & grievances
- De-escalating deadlocked disputes into actionable resolution
- Maintaining strict impartiality while building rapport

Module 4

Upward Communication & Strategic Influence

- Briefing leadership on performance, cultural, or people risks
- Securing buy-in through objective, evidence-based persuasion
- Projecting executive presence during high-level briefings

	Early Bird Offer [Only if enrolment & payment are received by 20 November 2026]	
	Price	
Member	\$2,600	\$2,000
New Member	\$3,845	\$3,245

**Enrol
Now**

