

Specification of Competency Standards for the Retail Banking

Unit of Competency

Strategic Business Development and General Management > 9.2 Human Resources Management

Title	Execute employee engagement plan and activities
Code	107566L4
Range	Develop initiatives to engage employees. This applies to different kinds of initiatives targeted to employees of different ranks, job families and positions
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Manage employee relations to create a harmonious working environment Be able to: <ul style="list-style-type: none"> • Strike a balance between the interests of employees and the bank when implementing new policies • Represent the bank to deal with employee affairs when appropriate • Advise management in appropriate resolution of employee relations issues • Review grievance case and collect relevant information for investigation, provide fair hearing or suggest constructive actions for resolving the situation • Keep accurate record of employee disputes and grievances 2. Provide different channels to facilitate communication between banks and different staff Be able to: <ul style="list-style-type: none"> • Carry out staff consultation (e.g. employee survey) and communication channels for cultivating an open and friendly culture for communication within the bank; also make sure HR information is easily accessible and staff members are well informed of new development • Conduct exit interview for obtaining honest feedback from terminated employees so as to identify specific issues or possible problem areas causing employee turnover in the bank 3. Cultivate employee's loyalty to the bank Be able to: <ul style="list-style-type: none"> • Organise employee relations programs and activities to foster harmonious and healthy relationship within the bank (e.g. caring programs, employee relations programs, annual dinner) • Arrange recognition and reward to employees for their contribution to corporate success • Provide different facilities to cater for various staff needs (e.g. flexible working hours, gym facilities) after collecting and reviewing their opinions
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Handling of issues related to employee relations so as to prevent grievances and nurture a harmonious relationship with employees • Provision of different communication programmes to allow employees voicing out their opinions for management's consideration • Provision of different programmes to build loyalty to the bank
Remark	