

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 10. General Management
(Key Function – 10.2 Human Resources Management)

Title	Execute employee engagement plan and activities
Code	109551L4
Range	Development of different meaningful initiatives to engage employees. This applies to different kinds of constructive and inspirational initiatives targeted to employees of different ranks, job families and positions.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Understand the importance of staff engagement and strike a balance between the interests of employees and the bank when implementing new policies; • Possess the knowledge of the bank’s HR system to represent the bank to deal with employee affairs when appropriate. <p>2. Applications</p> <p>Be able to:</p> <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 induction programmes and exit interviews for obtaining honest feedback from new and terminated employees hence to identify specific issues or possible problem areas causing employee turnover in the bank; • 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 and advise management in appropriate resolution of employee relations issues. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Organize employee relations programmes 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 in order to cultivate employee’s loyalty to the bank; • 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 hence 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 employee engagement programmes to build loyalty to the bank.

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Remark	
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