



Managing Poor Performance & Discipline

HRD Corp Claimable (SBL-Khas)

An organization depends on its people to work together in order to meet its objectives. The performance of an individual is dependent on many factors. Further, there will be disagreements, friction and conflict between the organizational members or with the organization which will inevitably affect their performance adversely, and consequently that of the organization. It is essential that such undesirable situations are addressed swiftly and dealt with justifiably. This is because such situations involve people, their jobs and livelihood, which the present-day social standards require employers to guard the security of their tenure.

This two-day course is designed to equip front line managers with the awareness of the principles of managing performance at work within the framework of the rights of employees under the labour and industrial relations laws of Malaysia.

Objectives

By the completion of this 2-days course, participants will: -

- Have a clear understanding of the factors affecting performance of an individual and an organization vis-à-vis the duties of a line manager in charge of people at work
- Understand the rights of employees granted by the Employment Act 1955 and the Industrial Relations Act 1967
- Gain insight into the standards and norms of industrial relations practice and employee relations set by the courts of Malaysia

- Be informed of the consequences of wrongful handling of problematic employees and the consequences to management
- Learn the basic techniques, process and procedures for handling a problematic employee or the employee with problems at the work place
- Work effectively with the HR dept within the disciplinary procedure to handle employee grievance, performance and common disciplinary issues that arise
- Understand the basics of principles of natural justice, what is a domestic inquiry and corrective action

Course Requirement

- Stable Internet Connection
- Webcam and Earphones

Course Content

Module 1: Employee Relations in Malaysia

- Performance Management and the Organization
- Employees role in attaining objectives
- Recruitment & Selection and the factors impacting employee efficiency & effectiveness, fair rewards and appraisals
- The Line Manager's role in managing performance
- The risks to management because of wrongful handling of problematic employees

Module 2: The Laws on Employee Rights and Relations

- Roles of the EA1955 and IR Act 1967
- Code of Conduct for Industrial Harmony
- The contract of service, understanding the written and unwritten obligations of an employee
- Discipline under Section 14 of EA1955 and relevant provisions of IR Act
- Disciplinary Management vs Preventive Disciplinary Approach and the Grievance Procedure
- The complementing roles to be played between HRD and operational heads
- Common minor workplace behavior issues, principles of managing them and case studies and discussions
- Major workplace issues

Module 3: Disciplinary Procedures and instruments

- Disciplinary Letters
- Show Cause Letter

- Charge Sheet and Notice of Inquiry

Module 4: Disciplinary Punishments & Dismissal

- Types of Punishments
- Direct Punishment and Indirect Punishment

Module 5: Grievance Management & Problem De-Escalation

- What is Grievance
- Grievance Procedure

Module 6: Performance Management Issues with Case Study & Discussion

- Managing the Probationer
- Managing Poor Performer
- Performance Appraisal, Performance Review Process
- Performance Improvement Plan (PIP)

Module 7: Managing Employees with Medical Conditions

- Prolonged Illness, Excessive Leave and Incapacity
- Frustration of contract and Boarding Out

Module 8: Special Workplace Issues

- Discrimination and Impartiality
- Sexual Harassment & Bullying
- Conflict of Interest and Disloyalty

Module 9: The Domestic Inquiry

- Why and When Necessary or Unnecessary
- The DI Panel and Roles of Members
- Do's and Don'ts in a DI Proceeding

When & Where

12 & 13 August 2024
(Mon & Tues)
9.00 am to 5.00 pm

Remote Online Learning
- Zoom

Who Should Attend

This course is intended for anyone who manages other people at work, such as managers, executives and supervisors from operations as well as the fresh HR person.

Training Investment

RM 1,300 per participant (inclusive of Service Tax, Online Course Materials, E-Certificate of Attendance)

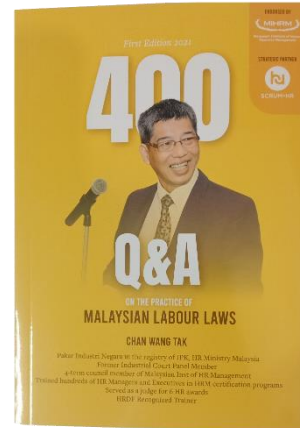
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Trainer's Profile

Chan Wang Tak

Current:

- **Author** of “400 Q&A on the Practice of Malaysian Labour Laws”
- Recognized **Pakar Industry Negara** by *JPK Malaysia*
- **HR Consultant** for *MNCs, GLCs, SMEs*
- Elected **Council Member** of *Malaysian Inst of Human Resource Management*
- **Lecturer** for Certified HR Manager training program
- **HRDF certified trainer** for HR Management and other soft skills courses
- Trains in **3 languages**
- Certified **RPL assessor**



Formerly:

- Industrial Court Panel Member
- Group HR Manager of public listed company
- HR Manager of semiconductor company
- Guest lecturer at pvt university

Experience:

- Represent client at labour court
- Develop salary structure, perform salary review for clients
- Conduct TNA and HR Audit
- Review, revise HR polices and contract of service, write HR policy manual & employee handbook
- Reorganizing and re-training HR Dept for client
- Set up training department for client on turnkey handover basis.
- Negotiate collective agreement

Register [HERE](#)

Other Programmes [HERE](#)



Contact Us

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