

MANAGING DISCIPLINE AND MISCONDUCT- HANDLING ABSENTEEISM, PROBLEMATIC WORKERS, AND POOR PERFORMANCE

OBJECTIVES :

At the end of this program participants should be able to achieve the following objectives:

- Understand the different between minor and major misconduct.
- Know how to act on misconduct happened in the workplace.
- Understanding the responsibility of employers and employees according to the laws.
- Know how to implement in practical approach the company's discipline procedure.
- Know the consequences of the misconduct according to the law and the organization.

REGISTER 3 PAX, FREE 1 SEAT

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**14 Hours ZOOM & PHYSICAL
Program**



HYBRID TRAINING

23 & 24 Nov 2026 (Mon & Tue)



Remote Online Training (Zoom) &



**Dorsett Grand Subang Hotel,
Selangor (Physical)**

**** Choose either Zoom OR Physical Session**

METHODOLOGY

This program is essentially participative. There will be group interaction and lectures.

WHO SHOULD ATTEND:

General Manager, Manager, Head of Department / Division, Human Resources Manager or any personnel who has human resource functional responsibility and Supervisor

**100% HRDC
CLAIMABLE**

COURSE CONTENT

1. INTRODUCTION

1.1 DISCIPLINE AND MISCONDUCT

- The needs of discipline in the organization
- Employee – employer / trade union relations
- Solving problems together
- Understanding system, policy, rules and discipline

1.2 PURPOSE

- Forming positive attitude
- Achieving high performance
- Obeying the system, policy, rules and laws

1.3 DISCIPLINE PROSEDURE

1.4 DISCIPLINARY ACTIONS GUIDELINE

1.5 NATURAL JUSTICE

1.6 MISCONDUCT

- Definition
- Type of misconducts
- Industrial Court cases for Misconducts

1.7 FORGIVENESS OR “CONDONATION”

1.8 THE MEANING OF DOMESTIC INQUIRY

1.9 PRINCIPLES OF NATURAL JUSTICE

1.10 DOMESTIC INQUIRY PROCESS

2. FUNCTIONS AND RESPONSIBILITY OF SUPERVISOR AND MANAGEMENT HANDLING DISCIPLINE AND MISCONDUCT

2.1 INTRODUCTION

2.2 COMPLAINTS

2.3 RIGHTS AND RESPONSIBILITIES

- Contract of Service
- Rights of an employer
- Employer responsibilities
- Rights of employee
- Employee responsibilities

2.4 CONFLICT OF PRIORITY BETWEEN EMPLOYERS AND EMPLOYEES

2.5 THE WAY OF HANDLING COMPLAINTS

3. FUNTIONS AND RESPONSIBILITIES

3.1 SUPERVISOR AS THE MIDDLEMAN

3.2 RULES OF SETTLING COMPLAINTS – MUTUAL AGREEMENT

3.3 WAYS OF SETTLING PERSONAL PROBLEM

3.4 RULES OF DISCIPLINARY ACTIONS

3.5 RELATIONS AND NEGOTIATION

COURSE CONTENT

4. HANDLING ABSENTEEISM AND PROBLEMATIC WORKERS

4.1 LEAVES

- Leave entitlement
- Granting leave
- Prove of leave approval

4.2 ABSENT WITHOUT LEAVE

4.3 ABSENTEEISM AND LATENESS

4.4 HANDLING ABSENTEEISM

- STEP 1 – if the problem is serious
- STEP 2 – if the problem continues
- REACTION

5. HANDLING POOR PERFORMANCE

5.1 PREVENTING POOR PERFORMANCE

5.2 REMEDIAL ACTION TO ASSIST POOR PERFORMERS

5.3 PERFORMANCE MANAGEMENT SYSTEMS AND PERFORMANCE APPRAISAL

5.4 DISCIPLINARY ACTION AGAINST POOR PERFORMERS

6. ALTERNATIVE ACTION

STEP 1 : Receiving complaint

STEP 2 : Calls the worker for discussion

STEP 3 : Explanation from employee

STEP 4 : Discussion

- a) What you do if he admit of his poor performance?
- b) If he denied of the accusation.
- c) Counseling guideline

STEP 5 : Further Actions

STEP 6 : What would you do if there is an improvement or no improvement at all.

7. PERFORMANCE IMPROVEMENT PLAN (PIP)

7.1 THE PURPOSES AND WHEN TO APPLY IT.

7.2 STEPS TO AN EFFECTIVE PIP

7.3 THE END OF PIP.