



HANDLING MISCONDUCT AND DOMESTIC INQUIRY

HRDCorp Claimable Courses

Duration: 1 Day

Time: 9.00am to 5.00pm

Venue:

**Kuala Lumpur Golf & Country Club, Bukit Kiara
Kuala Lumpur**

(To emphasize the strategy and impacts of change management, the change process and obstacles and resolutions to changes)

INTRODUCTION:

“People don’t resist change. They resist being changed!”

– Peter Senge –

Disciplinary action is sometimes necessary so that employees who infringe on workplace rules recognise personal and team accountabilities, which would groom them into true professionals. Grievance handling and disciplinary actions are both challenging aspects of people management, but it has got to be done when the need arises.

Improper handling of misconduct and domestic inquiry can result in the Industrial Court ruling in favour of the employee and subsequently leading to costly monetary compensation by the employer. A one-day practical and hands-on workshop to enable participants to understand the importance of holding a proper domestic inquiry (DI) as well as adhering to strict procedural requirements, in order to withstand the scrutiny of the Industrial Court in the dismissal of an employee.

This course provides participants with the knowledge and skills necessary to effectively handle employee grievances, administer discipline, and conduct terminations in a fair, legal, and respectful manner. Furthermore, participants able to know the method of framing proper DI charges and effectively conducting internal DI in accordance with the requirements of Malaysian employment laws. Through a combination of lectures, case studies, role-playing exercises, and discussions, participants will learn practical strategies for resolving conflicts, addressing performance issues, and navigating termination procedures.

HOW WILL YOU BENEFIT:

Upon completion of this programme, the participants will be able to:

- Enhance people managing skill to handle grievance and disciplinary actions.
- Understand the legal framework governing employee grievances, discipline, and termination.
- Navigate the termination process while minimizing legal risks and preserving employee dignity.
- Learn to draft proper charges with the material particulars.
- Understand the role played by the various players in the domestic inquiry process.

WHO SHOULD ATTEND?

- ✚ Leaders and Managers
- ✚ HR personnel
- ✚ Industrial Relations Executives
- ✚ Executives / Secretaries
- ✚ Supervisory Staff
- ✚ Employee intending to specialize in Human Resources Management

METHODOLOGY:

This course utilizes an interactive lecture approach with an emphasis on discussions which include participants sharing details of their workplace experiences. This stimulating program will maximize the understanding and learning through Lecture, Interactive Discussions, Quiz and Role play.

Pre-test will be given before the class started whereas post-test will be given upon completion of course. In addition, this training programme comes with real case studies (Industrial Relation case studies) to enhance participant's skills.

Live case studies from participants will be carried out from time to time during training.

COURSE OUTLINE / SCHEDULE (TENTATIVE)

<p>Module 1: Introduction to Employee Grievances -9.00 am - 1030am 1030 am – 1045 am- Break</p>	<ul style="list-style-type: none"> • Definition and types of employee grievances • Legal and ethical considerations • Importance of addressing grievances promptly • The consequences of ignoring employee grievances • Grievance Policy and Procedure • Guideline for conducting a grievance hearing
<p>Module 2: Legal Framework and Compliance -1045 am – 12.30pm Lunch 1230pm – 1.30pm</p>	<ul style="list-style-type: none"> • Overview of relevant employment laws and regulations (according to latest amendments 2022) • Understanding employee rights and employer obligations • Discrimination, harassment, and retaliation issues
<p>Module 3: Type of Misconduct 1.30pm -3.30pm</p>	<ul style="list-style-type: none"> • To identify the type of misconduct (major / minor): <ol style="list-style-type: none"> 1. Tardiness 2. Poor or inefficient job performance 3. Absence without approval 4. Absence before or after PH 5. Absence from the workplace 6. Excessive MC 7. Malingering 8. Disobedience 9. Insubordination 10. Sexual Harassment <ul style="list-style-type: none"> • Ways of handling misconduct • Documentation Process • Role-playing exercises and simulations

Module 4: Differentiation of Harassment 3.45 pm to 5.00 pm 3.30pm -4.45pm- Break	<ul style="list-style-type: none"> • Identify type of work harassment • Time limit to file a complaint • Example of workplace harassment • Policy
Module 5: Disciplinary & Dismissal	<ul style="list-style-type: none"> • Types of terminations: voluntary vs.involuntary

TRAINER PROFILE

Song Xiu Hui (Camen)

- Bachelor Degree of Hotel Management
- Member of MIHRM
- HRD Corporation Certified Trainer
- IHA Certified Hypnotherapist
- Facilitator
- Human Resources Specialist

Song Xiu Hui also known as Camen is a trainer who very passionate in Personal Development, Leadership and Human Resources Management. She conducted several workshops to the SMEs Human Resources Personnel especially in Employment Act.

Through her experience as Human Resources & Training Manager in SME and multinational companies, she had assisted them in leading their team in achieving Corporate Social Responsibility Score and hit the companies' goals. Not only that, she has also assisted companies' Human Resources Team and SMEs owners to set up the Human Resources Department and consult them in view to avoid from any penalty from Ministry of Human Resources and Industrial Relation cases.

Her passion for the development and transformation of the human potential has led her to involve herself in the area of personal growth and transformation. Her personal learning experience with Experiential Learning has led her to further involve herself in this particular field of learning, which has brought her to more than 9 years of experience in coaching & facilitating team building, leadership & personal development. She facilitates indoor and outdoor training modules designed and customised to an organisation's specific needs. She is also experienced in creating, organising and leading of Treasure Hunts and Races amongst other outdoor company events and trainings.

She is a Licensed and an exempted member of the HRD Corp (Human Resource Development Corporation) certification. Her passion in learning and development has led her to continue upgrading her facilitation, training, coaching and design capabilities with new tools such as Design Thinking, Motivation via Numerology to further enhance and enrich the programs and trainings she creates for her clients and their organisation.

Participation Registration & Fee

Participation Fee: **RM 1,088.00** per person
HRD Corp Claimable Courses

(Fees inclusive of certificate of attendance, welcome morning coffee, 2-tea break and 1-luncheon.)

*In-House Training can be organised upon request.

We have limited seats! Register Now!

To register, email to marketing department at mytrain2@mytrainingmalaysia.com
Registration via online can be done thru our website at www.eliteedge.com.my

ORGANISED BY

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