

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



**HRD  
awards  
2022**

**TRAINING**



**5  
CPD**



**14 hours ZOOM & PHYSICAL  
Program**

**HYBRID  
TRAINING**

**19 & 20 May 2025 (Mon & Tue)**

**Remote Online Training (Zoom) &  
Dorsett Grand Subang Hotel,  
Selangor (Physical)**

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

## OBJECTIVE:

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.

## 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

## 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.**