

MANAGING DISCIPLINE AT THE WORKPLACE



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INTRODUCTION

The enforcement and maintenance of industrial discipline is an integral management function in any business enterprise, especially for organisations with medium to large employee headcount. Proper disciplinary management not only preserves employee morale but also contributes to growth at the workplace. In dealing with disciplinary matters such as investigations, domestic inquiries, and punishments, managers and supervisors need to apply appropriate knowledge and skills in order to avoid costly consequences to the organisation. Employees are becoming more aware of their rights and the remedies available to them. It is therefore incumbent upon the management to serve justice professionally, fairly, firmly, and without fear or favour.

The course is designed to impart the right knowledge and skills for participants to discharge their responsibilities in a professional manner that would foster confidence in the organisation's management system. This course is also designed to prepare managers to deal with difficult behaviour by their employees. The program is packed with practical guidelines for participants to apply with confidence when they perform their roles in their current work environment. By effectively addressing, coaching, and counselling employees, it will not only improve employee behavior, but it will also improve staff morale, retention, productivity, and teamwork.

TARGET AUDIENCE

CEOs, HR Managers, HR Executives, HR Assistants, Personal Assistants, Secretaries, Line Managers/Executives, Supervisors, and Other Non-HR Managers and Executives

TRAINING OUTLINE

1. The Importance of Having Proper Rules and Regulations and Contract of Service

2. Handling Misconduct

- a. Identify Categories of Important Major and Minor Misconducts
- b. Understand How a Minor Misconduct Can Become a Major One

3. Handling Termination

- a. Employees on Probation
- b. Poor Performance of Permanent Employees
- c. Retrenchment, Lay-offs, Downsizing, Relocation, etc
- d. Misconduct and Indiscipline

4. Conducting a Proper Domestic Inquiry

5. Writing Proper Memos/Letters for Suspension, Warning, and Dismissal

6. Relevant Laws in Relation to Handling Misconduct, Domestic Inquiry, and Termination

DURATION

2 Days (9.00 am – 5.00 pm)

TRAINING DATE(S) & VENUE

15 & 16 August 2018 @ PSDC, Penang

COURSE FEE

RM950/participant (excluding 6% GST). Course fees are HRDF claimable under the *SBL* Scheme.

TRAINER'S PROFILE



MATHY RANDHAWA

Bachelor of Law (Anglia Ruskin University, United Kingdom)

Masters in Human Resource Development (Universiti Putra Malaysia)

Mathy Randhawa has more than 18 years of experience in the training field and specialises in soft skill- and HR-related programs. She is an established consultant and facilitator in modern business writing, technical writing, and communication skills. She has an honours degree in Law from the UK and was called to the Bar in England at Lincoln's Inn (UK). Besides that, Mathy is also a certified Corporate Trainer by Deloitte, United Kingdom and PSMB.

Mathy has conducted training interventions for various industries such as oil and gas, banking, hotels, small-scale industries, minor and major manufacturing industries, government units/ public sector, colleges, and other educational institutions. She has a proven track record in identifying training needs, designing training content, developing assessment, and executing them. She is also an expert in conducting training programs on impactful communication, business writing, presentation skills, technical report writing, assertiveness, managing cultural diversity, interpersonal skills, and Employment Act 1955.

Mathy has acted as a legal advisor for a few organisations that were focusing on setting up Domestic Enquiry Panels. She is a self-starter with the ability to analyse organisational behaviour and recommend strategies to improve performance and maintain professionalism at all times. She also focuses on helping people improve and maximize their image impact, visual presence, business and social skills, communication skills, and levels of performance. Her experience in training allows her to infuse her natural enthusiasm and extensive practical experience with proven techniques to facilitate adult learning. Mathy's ability to understand people and industries and her appreciation of different work cultures help her to guide aspiring young people and organisations to achieve their goals. She was previously invited as a guest speaker on Business FM (BFM) where she spoke on *Key Traits To Break or Make A Leader*. In addition, she also writes articles on HR- related matters.

ADMINISTRATIVE DETAILS

Cancellation Policy:

The PSDC reserves the right to cancel or postpone the program but with due notice to the participating company. For any cancellation or postponement of training by the participating company, a written notification by email must be sent to the PSDC. Cancellation/postponement charges are calculated based on the following:

Receipt of Cancellation/Postponement Notification	Charges/Penalty
<i>Seven (7) working days prior to the commencement of training</i>	<i>Nil</i>
<i>Less than seven (7) working days prior to the commencement of training</i>	<i>50% of package fee</i>
<i>On the day of the training</i>	<i>Full package fee</i>

Online Registration:

To register, log on to <http://www.psd.org.my> or contact our sales personnel below.

Enquiries:

For further information, please contact Ken Shin (ext 512/shinyk@psdc.org.my)



To find out more, call our **Corporate Training Team** at ext 523/577/514/517 or email to corptraining@psdc.org.my

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