



FMM Institute

Centre for Professional Development



Claimable
Under
SBL-Khas SCHEME

Administrative Details

Date	: November 15, 2021 (Monday)
Time	: 9:00 am – 5:00 pm
Venue	: Remote Online Training via 'Zoom'
Fees	: RM 530.00 (FMM Member) RM 583.00 (Non member) <i>The fee inclusive Service Tax at 6%</i>
Contact	: Pn. Astri (astri@fmm.org.my)
Persons & Email	: En. Omar (omar@fmm.org.my) Ms. Jessica (jessica@fmm.org.my)
Closing Date	: November 8, 2021
SBL-Khas code no.	: 1000195248
Training Provider	: FMM Institute Johor MYCOID: 475427W_JOHOR

HR For Non HR Manager / Executive

The role of the Human Resources continues to evolve, matching the pace of today's rapidly-changing business environment. In addition to the Human Resources department, each manager has responsibility for personally handling a variety of issues that arise within their workforce from performance issues to personal issues.

This course is designed to give you the fundamentals for human resources to better prepare you for the challenges you will face in today's workplace.

OBJECTIVES

- ★ To enhance understanding of the legal requirements
- ★ To ensure effective handling of misconduct
- ★ To develop an effective disciplinary system
- ★ To prepare proper warning letters
- ★ To establish proper procedures & course of action
- ★ To handle grievances effectively
- ★ To conduct effective counselling sessions



CONTENT

Unit 1: Misconduct

- ◆ What constitutes misconduct?
- ◆ Classifying misconduct / offences
 - Major & Minor misconduct
- ◆ Importance of a written policy
- ◆ How to communicate misconduct to employees

Unit 2: Discipline

- ◆ Roles & responsibilities of Supervisors, HODs and HR Department
- ◆ The disciplinary system
- ◆ The 'Hot Stove' rule of discipline
- ◆ Disciplinary action
- ◆ Importance and use of progressive penalties
- ◆ Steps of progressive discipline
- ◆ Preparation of warning letters
- ◆ Developing progressive disciplinary policy & procedures

Unit 3: Counselling

- ◆ Understanding counselling
- ◆ Employee counselling
- ◆ Key counsellor qualities
- ◆ The counselling process
- ◆ Preparing for a counselling session

Unit 4: Grievance Handling

- ◆ Roles & responsibilities of Supervisors, HOD and HR Department
- ◆ Understanding Grievance
- ◆ Grievance handling procedures
- ◆ Importance of handling grievances properly

Unit 5: Domestic Inquiry Procedures

- ◆ The complaint
- ◆ Investigation – steps and formalities
- ◆ Service of the Letter of Allegation
- ◆ Letter of explanation
- ◆ Suspension pending inquiry
- ◆ Notice of inquiry
- ◆ The panel of inquiry
- ◆ Preparations for the presentation
- ◆ Presentation of the Management Case

Unit 6: The hearing

- ◆ Examination-in-chief
- ◆ Cross-examination
- ◆ Re-examination
- ◆ Recording of the proceedings
- ◆ Findings and recommendations
- ◆ Report writing



HR For Non HR Manager / Executive

TARGET AUDIENCE

Line Managers, Non-HR professionals who are responsible for HR activities

FACILITATOR- DR. JASJIT KAUR (I/c No. : 660721-08-5790) holds a PhD from USM, a MBA (General Management) and a Bachelor Degree (Hons) in Business Administration, both from UUM and Certificate in Personal Management from MIPM. She has 16 years of working experience both in the manufacturing and service industry and has held various positions such as Administration Manager, Assistant Director of HR and Group Admin/ HR Manager and has been a corporate trainer for the past 16 years. Dr. Jasjit has conducted extensive Public and In-house training ranging from HR, People Management, Office Management, Logistics, Store and Warehouse and Business Communication. In the past, she has conducted training for company's such as PLUS, Teknik Jaya, Northern Steel, Mattel (M), LKT Ind, PGEO Group, Genting Sanyen, Nemic Lambda, Sanwa RC System, Kayaba, Meiban, World Kitchen, Serba Wangi, Public Packages, and AIMST. In addition, she has also conducted training in Singapore, Penang, Kuala Lumpur and Johor.

Course Details

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Platform: **Zoom**

SBL-Khas code no.: **1000195248**

Fees

FMM Member : **RM 530.00 (FMM Member)**
RM 583.00 (Others)

The fee inclusive Service Tax at 6% (SST Number : W10-1901-32000105)
(Fees include Certificate of Attendance)

Medium of Instruction : English

Closing Date : **November 8, 2021**

Administrative Details

Registration

- Upon Faxing/Mailing the completed Registration Form to FMM Institute, you are deemed to have read and accepted the terms and conditions. The course would also be deemed as confirmed unless informed otherwise.

Payment

- Cheques made in favour of "FMM Institute" should be forwarded a week before the commencement of each programme.
- For SBL-Khas Scheme, an Attendance of 100% is a must, in any case, employers will be billed in full.

Cancellation

- Must be in Writing with Reasons
- 7 days before the course – No payment charged
- 3 – 6 days before the course - 50% payment charged
- < 3 days before the course – Full payment charged
- Participants who did not turn-up will be charged full payment
- Replacements can be accepted at no additional cost

For further enquiries, please contact

FMM Institute Johor Branch

Pn. Astri / En. Omar / Ms. Jessica

Tel: 07-357 7613 / Fax: 07-357 7618

Email : astri@fmm.org.my / omar@fmm.org.my / jessica@fmm.org.my

REGISTRATION FORM

Dear Sir,

Please register the following participant(s) for the above programme

1 *Name : _____

*IC No. : _____

*Designation : _____

*Email : _____

2 *Name : _____

*Ic No. : _____

*Designation : _____

*Email : _____

** Required information*

Submitted by:

Name : _____

Designation : _____

Company : _____

Address : _____

: _____

: _____

Tel & Fax No. : (T) _____ (F) _____

Email : _____

Please tick (✓) accordingly:

We will be **claim under SBL-Khas Scheme** and full payment would be made to FMM Institute in the event that no disbursement from HRDF under any circumstances

We will **NOT BE CLAIMING Under SBL-Khas Scheme.**

Enclosed cheque No. _____ for RM _____ being payment for _____ participant(s) made in favour of the "**FMM Institute**" should be forwarded to the Secretariat **before November 15, 2021.**