



MANAGING DISCIPLINE, DOMESTIC INQUIRY & GRIEVANCE

01

INTRODUCTION

Managing discipline effectively at the workplace is very crucial for an organization. This programme educates those in the leadership roles on the basics of handling disciplinary matters. It stresses on the corrective and punitive modes of discipline handling.

02

DOMESTIC INQUIRY PROCEDURES

A domestic inquiry must be conducted according to the right procedures. There are multiple roles needed for the domestic inquiry process, such as an investigation officer, prosecuting officer, chairman of the panel and panel members. This training covers the multiple roles in the domestic inquiry process and emphasizes on the right procedures to be followed

03

GRIEVANCE

Employee grievances must be handled properly to ensure their morale and productivity levels are not affected. This programme emphasizes on the proper grievance procedures and how to attend to employee grievances when they arise.

TARGET AUDIENCE

All department heads, executives, officers, engineers, supervisors that need to manage discipline, handle grievances and also be involved as panel members in a Domestic Inquiry. Also all Human Resource personnel who handle disciplinary matters.

ADMINISTRATIVE DETAILS

Date : **May 12-13,2026**
(Tuesday-Wednesday)

Time : **2 Days (9:00 am - 5:00 pm)**

Venue : **FMM Institute, Johor Branch**
No. 1 & 3, Jalan Kencana Mas 1/1,
Tebrau Business Park III,
81100 Johor Bahru, Johor

Fees : **RM 1,215.00 (FMM Member)**
RM 1,350.00 (Non member)
The fee inclusive Service Tax at 8%
(SST No: W10-1901-32000105)

Closing Date : **April 28,2026 (Tuesday)**

Training Provide : **FMM Institute Johor**
MYCOID: 475427W_JOHOR



COURSE OUTLINE

1

DISCIPLINE

- Roles & Responsibilities of Supervisors and HR Department
- The 'Hot Stove' rule of discipline
- Classifying misconduct / offences
- Steps of progressive disciplinary action for Minor Misconduct

2

HOW TO MANAGE BAD APPLES BEHAVIOURS

- Bad apple behaviours
- Handling late coming & prolog break time issues
- Excessive or malingering medical leaves
- Insufficient notice for leave application / emergency leave
- Not following SOPs
- Not following PPE requirements

3

ABSENTEEISM

- Golden rules of managing absenteeism
- Corrective, preventive & punitive measures
- Using KPIs as a tool
- Using psychological based counselling as a tools

4

COUNSELLING PROCESS

- The 10 steps counselling process
- Basics of body language necessary
- Developing my questioning skills

5

GRIEVANCE HANDLING

- Understanding Grievance
- How Grievance Handling differ from disciplinary action, complaints
- Grievance handling procedures

6

DOMESTIC INQUIRY PROCEDURES

- The complaint
- Investigation
- Service of Letter of Allegation
- Letter of explanation
- Suspension pending inquiry
- Notice of inquiry
- The panel of inquiry
- Chairman role
- Panel role
- PO - prosecuting officer

7

THE HEARING

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



FMM INSTITUTE

(C10626805080/ 199901000527/ 475427-W)
Centre for Professional Development



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MAY 12 - 13, 2026 | VENUE: FMM INSTITUTE, JOHOR BRANCH

FMM Institute (475427-W)
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Please tick accordingly:

Fees: **FMM Member: RM 1,215.00/pax**
(inclusive of 8% Service Tax (SST No: W10-1901-32000105))

Non Member: RM 1,350.00/pax
(inclusive of 8% Service Tax (SST No: W10-1901-32000105))

Dear Sir/Madam,
Please register the following participant (s) for the above programme:
(To be completed in BLOCK LETTERS)

1.Name:	IC No:	Nationality:
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Designation:	Email:	Mobile No.:
-----	-----	-----
2.Name:	IC No:	Nationality:
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Designation:	Email:	Mobile No.:
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(if space is insufficient, please attach a separate list)

Disclaimer

Registration is on a first-come first-served basis. All cancellations must be made in writing. There will be no charge for cancellation received 7 or more working days before the start of the webinar. **Cancellation received 5 working days** before the start of the webinar is **subject to a cancellation fee of 50%** of the webinar fees. **Cancellation received 3 working days and below** before the start of the webinar is **subject to a cancellation fee of 100%** of the webinar fees. **If the participant fails to attend the programme, the full webinar fees are payable.** However, replacement can be accepted at no additional cost. The FMM Institute reserves the right to change the speaker, reschedule or cancel the webinar and all efforts will be taken to inform participants of the changes.

We hereby confirmed that (please tick accordingly):

- We will be claiming under **HRD CORP CLAIMABLE COURSES** and full payment would made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances.
- I (self-sponsor) / We will **NOT BE CLAIMING under HRD CORP CLAIMABLE**. Payment will be made to the account payee **FMM Institute** by cheque or bank transfer to **Maybank Account No. 501280056601**.
Tin No. : C10626805080
BRO No. : 475427-W
SST No. : W10-1901-32000105

Submitted by:

Name: _____ Email: _____

Designation: _____ Tel No: _____ Moblie No: _____

Company: _____ Address: _____

Tin No. : (Company Tax Number) _____ Business Registration No. (New/Old) _____ SST No (If Applicable): _____

Company Stamp & Signature: _____ Date: _____