



POOR PERFORMANCE, ABSEENTEEISM & PROBLEMATIC EMPLOYEES

JUNE 4-5, 2026 | 9AM | ZOOM

OVERVIEW

Managing problematic employees 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. One rampant phenomenon among companies in Malaysia is in terms of discipline. Disciplinary issues like late coming, excessive medical leaves, abusing break time, not following SOPs and PPE requirements, absenteeism are very common. All these issues are a cost to an organization. However, this is not an unmanageable problem. It can be reduced by, good people management strategies. This programme also addresses poor performers and how to improve performance.

CLOSING DATE:

MAY 25, 2026



OBJECTIVES

- Identify symptoms of problematic employees
- Manage bad apples behaviours
- Manage and deal with poor performance
- Conduct effective counselling sessions
- Manage and control absenteeism
- Handle disciplinary and misconduct incidents



AUDIENCE

- All Managers
- HODs
- Executives
- Officers
- Supervisors
- Middle Managements
- All HR staff who want to deal more effectively with poor performances, absenteeism and problematic employees



FEES

MEMBER: RM864
NON-MEMBER: RM972
(INCLUSIVE OF SST 8%)



TRAINER

Dr. Jasjit Kaur's professional journey is marked by her expertise in a wide array of disciplines, from human resources to office and logistics management. Throughout her career, she has consistently demonstrated strong leadership abilities and a deep understanding of organizational dynamics. Her diverse experience spans both operational and strategic roles, where she has contributed to the success of various organizations through her management and training initiatives. As a corporate trainer, Dr. Jasjit has empowered numerous individuals and organizations by equipping them with the skills and knowledge necessary to thrive in competitive business environments. Her commitment to professional development has made her a respected figure in the fields of HR and business management.

CONTACT US

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POOR PERFORMANCE, ABSEENTEEISM & PROBLEMATIC EMPLOYEES

COURSE OUTLINE

- 8.45AM Registration of Participants
- 9.00AM Unit 1: Problematic Employees
 - Good apples vs bad apples
 - Good apples problems
 - Symptoms of problematic employees
 - Poor performers and absenteeism
 - Counselling as a solution to changing mindsets
 - Progressive disciplinary action
- 10.30AM Morning Tea Break
- 10.45AM Unit 2: Discipline & Misconduct
 - Roles & responsibilities of HOD and HR departments
 - The hot stove rules of discipline
 - Disciplinary action
- 1.00PM Lunch Break
- 2.00PM Continue Unit 2: Discipline & Misconduct
 - What constitutes misconduct?
 - Classifying misconduct/ offences
 - Major / minor misconduct
 - Importance of written policy
 - How to communicate misconduct to employees
- 3.30PM Evening Tea Break
- 3.45PM Unit 3: How to Manage Bad Apples Behaviours
 - Bad apple behaviours
 - Handling late coming & prolong break time issues
 - Excessive or malingering medical leave
 - Insufficient notice for leave application / emergency leave
 - Not following SOPs
 - Not following PPE requirements
- 5.00PM End of programme Day 1



D A Y 1





POOR PERFORMANCE, ABSEENTEEISM & PROBLEMATIC EMPLOYEES COURSE OUTLINE

- 8.45AM Registration of Participants
- 9.00AM Unit 4: Poor Performance
 - What is poor performance?
 - Diagnosing poor performance
 - Enhancing ability
 - Improving motivation
 - Creating a performance improvement plan
- 10.30AM Morning Tea Break
- 10.45AM Unit 5: The Chronic Absentee Worker
 - Identification process
 - Profiles of chronic absenteeism
 - 3 useful tactics for absence control
 - Disciplinary a performance improvement plan
- 1.00PM Lunch Break
- 2.00PM Unit 6: How to Control Absenteeism
 - Golden rules of absenteeism
 - Measuring absence levels
 - Preventive measures
 - Measuring effectiveness of control
- 3.30PM Evening Tea Break
- 3.45PM Unit 7: Counselling Process
 - The counselling process
 - 8 critical skills necessary
 - Developing my questioning skills
 - Preparing for a counselling session
 - The Do's and Don'ts of counselling
 - Role play sessions
- 5.00PM End of programme Day 2



D A Y 2





FMM INSTITUTE 199901000527(475427-W)
EASTERN BRANCH

CENTER FOR PROFESSIONAL DEVELOPMENT

WEBINAR ON POOR PERFORMANCE, ABSENTEEISM & PROBLEMATIC EMPLOYEES

June 4-5, 2026 | 9AM-5PM | Remote Online Training (ZOOM)



...ADMINISTRATIVE DETAILS...

HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider : **FMM Institute Eastern**
- MyCoID : **475427W_EASTERN**
- HRD Corp Programme No : **Provided upon registration**

DISCLAIMER

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes,

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.
- Will be based on First-Come-First served basis.

ENQUIRIES & REGISTRATION

Ms Wanhui/ Ms Elly
Email : fmmeastern@fmm.org.my
Tel: 09-560 6554/ 5244

Please tick accordingly:

- Fees: **FMM Member: RM 864.00/pax**
(inclusive of 8% Service Tax)
- Non Member: RM 972.00/pax**
(inclusive of 8% Service Tax)

Fees include course materials and Certificate of Attendance

CANCELLATION

- Must be 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.

PAYMENT

- **Cheques** made in favour of "FMM Institute" should be forwarded to FMM Institute Eastern.
- For **HRD Corp claimable course**, an **attendance of 100% is a must**, in any case, **employers will be billed in full.**

Closing Date
May 25, 2026

REGISTRATION FORM

Dear Sir / Madam, please register the following participant(s) for the above programme.

No	Name	Designation	I/C Number	Email	H/P No.
1.					
2.					

(Please attach a separate list if space is insufficient)

We will **be claiming under HRD Corp Claimable Courses (SBL-Khas)** but full payment would be made to FMM Institute in the event that no disbursement from HRD CORP under any circumstances.

We will **NOT BE CLAIMING under training grant from HRD Corp.** Payment will be made to account payee **FMM Institute** by cheque or bank transfer to **MAYBANK Account No. 5560-1106-3275**

Submitted by:

Name : _____ Designation: _____

Company : _____ FMM Membership No. : _____

Address : _____

Email : _____ Tel: _____ Fax: _____

TIN No. : _____ SST No: _____

Company Stamp