

REGISTRATION FORM

Teknik-Teknik Menangani Disiplin Dan Pekerja Bermasalah Untuk Penyelia Dan Ketua Operator

Wednesday-Thursday *January 14-15, 2026 *FMM Institute Malacca Branch

FMM Institute Malacca (475427-W)
D3-4, Plaza Jayamuda,
Jalan Pelanduk Putih, 75300 Melaka
(Fax: 06-283 8090)

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

1 Name _____ Designation _____

Nationality _____ IC No. _____

2 Name _____ Designation _____

Nationality _____ IC No. _____

(If space is insufficient please attach separate list)

Please Tick (✓) if your company

will be claiming under SBL-Khas Scheme

will not be claiming under SBL-Khas Scheme

vegetarian _____ pax

Enclosed cheque/bank draft No _____ for RM _____

being payment for _____ participant(s) made in favour of the

“FMM Institute”

Submitted by

Name _____

Designation _____

Company _____

Address _____

FMM Membership No. _____ PSMB MyCodeID No. _____

Telephone _____ Fax _____ Date _____

E-mail Address _____



Teknik - Teknik Menangani Disiplin Dan Pekerja Bermasalah Untuk Penyelia Dan Ketua Operator



FMM Institute Malacca Branch

Centre for Professional Development

Sesebuah organisasi bergantung kepada pekerja untuk mencapai kejayaan. Pekerja yang bermotivasi, berkesan dan cekap memainkan peranan yang amat penting ke arah kejayaan. Tetapi pada hakikatnya ada pekerja yang bermasalah dan kurang bermotivasi di tempat kerja. Penyelia memainkan peranan penting untuk cuba mengubahsuaikan sikap pekerja yang bermasalah.

KANDUNGAN

Unit 1: Pekerja Bermasalah

- Pengenalan
- Ciri-ciri pekerja bermasalah
- Kenapa pekerja bermasalah
- Bagaimana menangani pekerja bermasalah
- Jenis-jenis pekerja bermasalah
- Motivasi pekerja

Unit 2: Isu-Isu Ketidakhadiran Dan Disiplin

- Mengenal dan memahami ketidakhadiran
- Pelbagai jenis ketidakhadiran
- Kesan ke atas produktiviti
- Penyimpanan rekod
- Punca-punca utama ketidakhadiran

Unit 3: Pengawasan Ketidakhadiran

- Menganalisa tahap ketidakhadiran
- Langkah-langkah mengelak ketidakhadiran
- Mengurangkan aras ketidakhadiran
- Tindakan susulan

Unit 4: Pengenalan Kepada Kaunseling

- Memahami kaunseling
- Kaunseling untuk pekerja
- Faedah yang diperolehi dari kaunseling
- Kenapa kaunseling dilakukan oleh penyelia/pengurus

Unit 5: Bila Kaunseling Diperlukan

- Keperluan kaunseling pekerja
- Situasi kerja yang memerlukan kaunseling
- Petanda sikap dan prestasi kerja yang tidak memuaskan
- Kenapa pekerja tidak dapat mencapai output/menyiapkan kerja

Unit 6: Kaunselor Yang Berkesan

- Ciri-ciri seorang kaunselor
- Intipati perhubungan manusia
- Keupayaan menjadi seorang pendengar yang baik
- Memberi maklumbalas dengan berkesan

Unit 7: Proses Kaunseling

- Memahami proses kaunseling
- Membuat persiapan awal sesi kaunseling
- Mempelajari kaedah 8 langkah
- Mengguna proses kaunseling dengan berkesan
- Mengguna dokumen kaunseling

Unit 8: Tindakan Disiplin

- Perbezaan tindakan disiplin dengan kaunseling
- Bila penyelia guna tindakan disiplin
- Pilihan terakhir

Objektif

- Menangani pekerja bermasalah
- Mengurangkan ketidakhadiran
- Mempelajari kepentingan kaunseling
- Mengenalpasti bila kaunseling diperlukan
- Membina ciri-ciri kaunselor yang berkesan
- Membina keupayaan menjadi seorang pendengar
- Menggunakan proses kaunseling
- Membezakan antara kaunseling dengan tindakan disiplin

Trainer

DR JASJIT KAUR holds a PhD (USM), MBA (General Management), Bachelor Degree (Hons) in Business Administration (UUM) and Certificate in Personnel Management. (MIPM). She has more than 17 years of experience both in the Manufacturing and Service Industry. She has held various positions such as Administration Manager, Assistant Director of HR and Group Admin / HR Manager that covers the areas of Human Resource, Store Management, Purchasing Management, Shipping and General Admin. Dr Jasjit has been a corporate trainer for the past 15 years. She has conducted extensive public and in-house trainings ranging from Logistics Management, Inventories, Purchasing Management, Warehouse Management, HR, Counseling, Motivation and Team Building, Supervisory Skills, Office Management and Leadership Skills to business communication. As a Training Specialist, she has conducted training for all levels of staff. In addition, she is a Certified Trainer for Development Dimension International's Recruitment Programmes, a certified ISO 9002 Internal Auditor and a certified Verifier by the National Vocational Training Council.

Who Should Attend

Ketua Jabatan, Pengurus, Eksekutif, Penyelia, Leader, Bahagian Sumber Manusia

Administrative Details

Date : January 14 -15, 2026 (Mon-Tues)

Time : 9.00am - 5.00pm

Venue : FMM Institute Malacca Branch
D3-4 Plaza Jayamuda
Jalan Pelanduk Putih
75300 Melaka

Fees (Inclusive of 8% SST) :

FMM Members **RM864** per participant

Others **RM972** per participant

(Fees include course materials, lunch and refreshments)

Registration forms must be completed and returned to FMM Institute Malacca Branch by **January 7, 2026**. No refund for cancellation within 2 working days, 50% refund for cancellation between 3 - 6 working days and full refund for cancellation 7 working days prior to the programme. **CANCELLATION MUST BE IN WRITING TO FMM INSTITUTE MALACCA BRANCH.** Replacements will be accepted at no additional cost. FMM Institute Malacca Branch reserves the right to cancel or reschedule the programme. All efforts will be taken to inform participants of any changes. **However, if the company failed to obtain grant approval or in the event there is no disbursement from HRDCORP under any circumstances to us, then the company will have to make full payment to FMM Institute Malacca Branch.**

For further enquiries, please contact:

Ms Chloe Leong / Ms Yvonne Gan

FMM Institute Malacca Branch

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siew_kim@fmm.org.my

SBL-KHAS SCHEME