

如何管理问题及缺勤员工

Managing Difficult Employees and Absenteeism at Work

(Mandarin Session/ 华语授课)

20 June 2023, 9am - 5pm @ Zoom

COURSE OBJECTIVE

At the end of the program, participants are able to:

- Understand and appreciate the meaning of difficult employees and absenteeism in the Malaysia Context
- Understand the different forms and causes of difficult employees and absenteeism
- Create the appropriate strategy and conducive climate and environment required to reduce the problem
- Acquire the relevant technical and legal knowledge in dealing with such problems and situations
- Acquire the requisite soft skills
- Use as form to examine the situations and analyse the choices
- Discuss and brainstorm on own peculiar situations and synergizes new and innovative methods of remedy

讲师：

Brian Wee

- 马来西亚人力资源发展部认证讲师及人力资源顾问
- 超过30年经验的企业培训及咨询

RM385/pax

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COURSE INTRODUCTION

This workshop provides a comprehensive structure for participants to understanding the different types of difficult employees; the reasons behind their behaviours and the tactics they usually employ. A step-by-step approach is then introduced to enable participants to systematically tackle difficult employees effectively – while fully prepared and ready.

COURSE CONTENT

MODULE 1: DIFFICULT EMPLOYEE PROBLEMS

- Bad Attitude
- Poor Work Habits
- Malingering
- Tardiness
- Poor Performance,
- Inefficiency
- Disobedience, Insubordination
- Excessive Medical Leave etc.

MODULE 2: ABSENTEEISM

- Factors and causes of Absenteeism
- Effects of absenteeism
- Identifying absenteeism
- Law on absenteeism
- Special Section Under Employment Act 1955

MODULE 3: MANAGING DIFFICULT EMPLOYEES

- The Soft Approach
  - Creating a positive work environment and culture
  - Counselling techniques and tactics
  - Transferring
  - Restructuring, neutralizing
- The Hard Approach
  - The Hot – Stove Principle
  - The Disciplinary Process
  - Section 14 of Employment Act 1955

COURSE CONTENT

MODULE 4: MANAGING ABSENTEEISM AT WORK

- Prevention Procedures
  - Administrative controls
  - Developing relevant HR policies on absenteeism and leave policies
  - ICAs & Guidelines
- Training for Managing Absenteeism Strategically
  - Practicing positive discipline
  - Developing counselling skills
  - Proactive tools for managing attendance
  - Return to work interviews
- Programs for Work Attendance and Productivity
  - Wellness programmes
  - Safety awareness programmes
  - Attendance incentives
  - Recognition for good attendance

TRAINING METHODOLOGY

Lecture, Case Laws, Case Studies and Workshop sessions

TARGET AUDIENCE

Managers, Executives and those who need to handle HR issues.

DURATION

1 Day