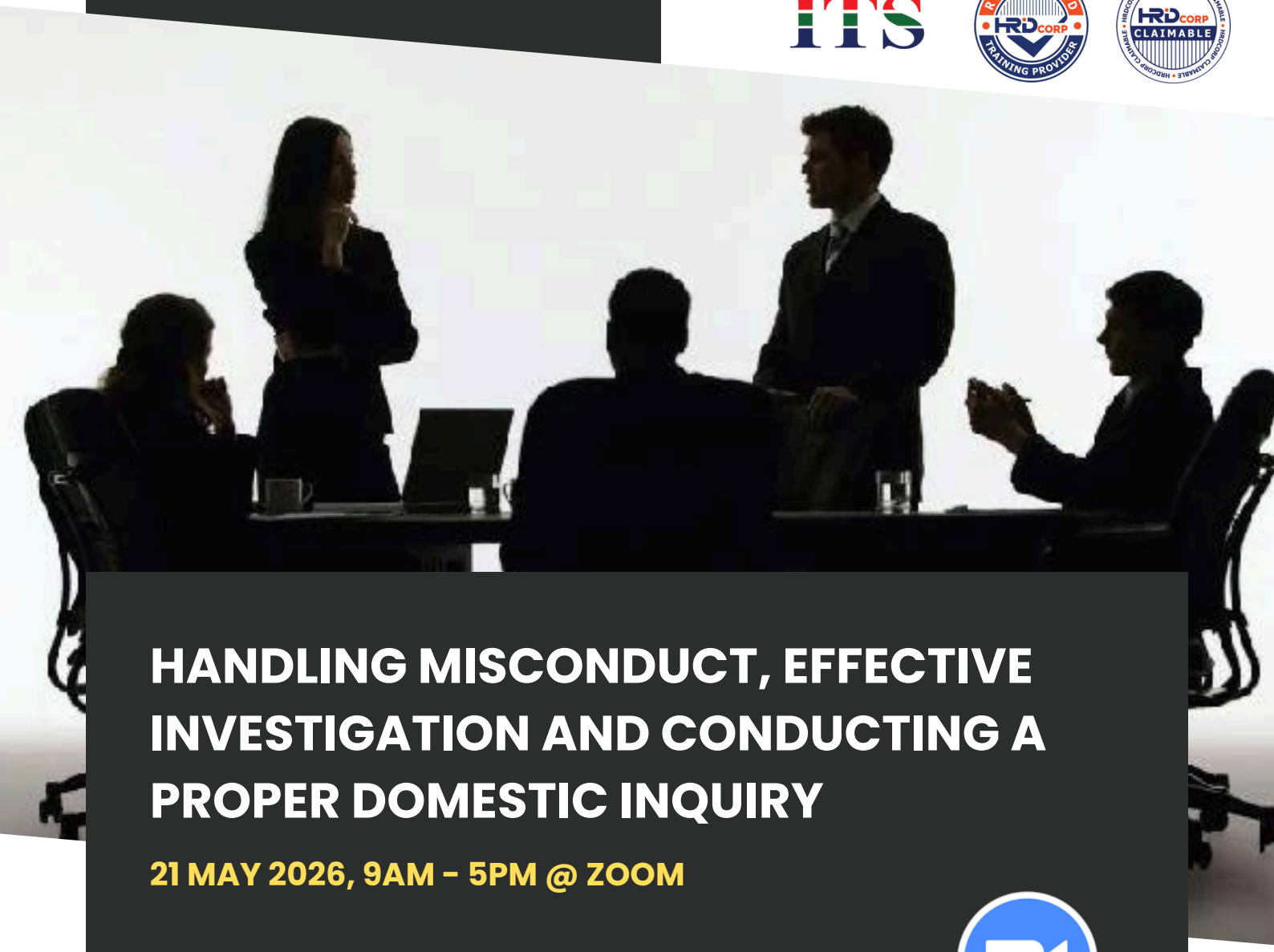


HANDLING MISCONDUCT, EFFECTIVE INVESTIGATION AND CONDUCTING A PROPER DOMESTIC INQUIRY

21 MAY 2026, 9AM - 5PM @ ZOOM

COURSE OBJECTIVE

At the end of the program, participants will be able to:

- Understand the importance of workplace discipline and the impact of employee misconduct.
- Identify different types of misconduct and the appropriate procedures for handling them.
- Conduct investigations and domestic inquiries following proper legal and procedural guidelines.
- Draft and issue disciplinary documents, including show cause letters and charge sheets.
- Determine suitable penalties for misconduct while ensuring fairness and compliance with regulations.

Trainer: Kavitha G. S.

Kavitha is a qualified lawyer with over 20 years of experience. She specializes in Employment and Industrial Relations, handling disputes related to statutory employment rights, disciplinary actions, trade unions, and collective bargaining. She has represented clients in various courts, with cases reported in legal journals. Kavitha combines her legal expertise with a passion for training, offering practical insights on employer-employee relationships, dispute resolution, and corporate restructuring exercises.

RM550/pax

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COURSE INTRODUCTION

Unfortunately, not all employees are disciplined and adhere to standards set for them and do what they are told. Some employees have all sorts of problems at the workplace and these problems must be addressed or otherwise the organization's productivity may suffer and its image and reputation may tarnish.

This is a one-day program designed to be interactive and at the same time to gain knowledge and insight into the law relatingto disciple at the workplace, procedures of handling misconduct, investigating a misconduct to conducting a domestic inquiry.

This courseaims to guide individuals to understand and adopt a proper methodin handling disciplinary issues at the workplace to avoid negative implications and inconsistent approach to handling discipline.

COURSE CONTENT

MODULE 1: PROBLEM EMPLOYEES

- Reason why managers ignore problem employees
- Action to deal with problems with employees
- Classifying employee problems
- Need to maintain discipline in the workforce

MODULE 2: MISCONDUCT

- What is misconduct?
- Burden and Standard of Proof
- Types of Misconduct
  - Minor Misconduct
  - Major Misconduct
- Aspects of Misconduct
  - Provocation of Misconduct
  - Condonation of Misconduct

COURSE CONTENT

MODULE 3: HANDLING MISCONDUCT

- Procedure for handling misconduct
- Appointment of Investigation Officer
- Investigating allegations of misconduct
- Identifying the relevant parties
- Interviewing the relevant parties
- Collecting documents and exhibits to support the allegation of misconduct
- Preparation of Investigation Report
- Suspension of employee accused of committing misconduct

MODULE 4: FRAMING OF CHARGES

- How to frame a charge
- Sample Charges
- Group Exercise
- Preparing Show Cause Letter
- Preparing the charge sheet/notice of Domestic Inquiry

MODULE 5: DOMESTIC INQUIRY

- Preparation for a Domestic Inquiry
  - Appointing a Domestic Inquiry Panel
  - Appointing a Prosecutor
  - Appointing a secretary
  - Booking a room
  - Whether tape recording is allowed during the domestic inquiry proceedings
- Holding the Domestic Inquiry
- Common mistakes per taining to conducting a Domestic Inquiry
- Case study

MODULE 6: WRITING OF FINDINGS & PANEL REPORT

- What are the findings?
- How to deliberate and draft the findings
- Preparation of PanelReport

COURSE CONTENT

MODULE 7: PUNISHMENT/PENALTIES FOR MISCONDUCT

- Punishment must be commensurate with the misconduct committed
- Types of Penalties/Punishment
  - Warnings
  - Suspension
  - Downgrading and Demotion
  - Stoppage of incrementor bonus
  - Dismissal

TARGET AUDIENCE

- Heads of Department/Senior Managers
- HR & Employment Managers
- Managers
- Executives
- Team Leaders

COURSE METHODOLOGY

This is a highly interactive training programme, whereby participants are to gain the learning points through actual cases of misconduct as reported in the law reports. Participants will be given the opportunity to learn how to frame a charge of misconduct.

DURATION

1 Day