

MANAGING PERFORMANCE AND HANDLING MISGRIEVANCES

DATE : 13 MAY 2026, VENUE : CITITEL HOTEL, PENANG

OVERVIEW

This programme helps superiors distinguish between performance issues and misconduct. This course equips trainees with proper knowledge on how to handle poor performance and disciplinary cases. It also covers compliance with natural justice and industrial relations procedures, as many unfair dismissal cases arise from improper handling. Proper disciplinary management is essential to ensure fairness, compliance, and a healthy working environment.

Distinguishing between performance issues and misgrievances will result in correct handling of employees, as the proper process will be followed..

WHO SHOULD ATTEND

All those in the front line and those handling subordinates, positions that have a reporting line and management/executive levels. Private sector's employees especially those involved in human resources, handling personnel and industrial relations functions.

COURSE CONTENT

8.30am	Registration
9.00am	<ul style="list-style-type: none">What is ManagementHow to handle being front linerWhat amounts to misgrievanceHandling subordinatesManaging PerformanceThe process of handling performance
10.30am	Morning Break
10.45am	<ul style="list-style-type: none">Handling Defensive EmployeesWhen is performance a misgrievanceWhen is an act a misconductHandling disgruntled employees/warningThe labour laws regulating employee behaviorLegal requirements
1.00pm	Lunch Break
	<ul style="list-style-type: none">Positive/Negative DisciplineProgressive Discipline
3.30pm	Afternoon Break
3.45pm	<ul style="list-style-type: none">Handling MisconductSect 14 EA 1955 & Sec 20 IRA 1967Discussion & Q&A
5.00pm	<ul style="list-style-type: none">End of the session.

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TRAINER'S PROFILE



PN SHALANI DEVI

MEF Principal
Consultant - Legal &
Industrial Relations

Shalani Devi was called to the Malaysia Bar in 1997. She has been practising in all areas of law since she was called until she became part of the MEF organisation in 2007. She worked with Mr William, ex Director of Industrial Department and headed the Northern Region after his demise until 2016 when she started to operate her own legal firm as sole proprietor of Shalani Devi & Co. As a practising lawyer she continued practising Industrial and Labour Laws and has represented Companies, Claimant and has also represented MTUC in a number of Cases/Appeals handling cases. She has now rejoined MEF and heads the Northern Region with continued passion in Industrial and Labour Matters. She is a registered HRDF Trainer since 2007 and has been actively involved in training, providing training to companies throughout Malaysia in relation to Employment, Industrial and Labour Matters. She is also a qualified Japan's NTP trainer with AOTS..

REGISTRATION



COURSE FEE

MEF Members : RM1,500.00 (inclusive of 8% SST)

Non-Members : RM1,700.00 (inclusive of 8% SST)

PAYMENT

HRD Corp Claimable Course scheme; or
Payable to: Malaysian Employers
Federation ; Account No: 105280002422 –
Affin Islamic Bank Berhad

Any matters related to invoices may be emailed to yeokhoon@mef.org.my .

A copy of the transfer slip and invoice number should be emailed to accounts@mef.org.my .

Any cancellation of attendance must be communicated via email to alyaa@mef.org.my at least 3 working days prior to the event of MEF reserves the right to charge the full fees for "NO SHOW" .