



MANAGING DIFFICULT EMPLOYEES AND ABSENTEEISM

18 & 19 DEC 2025 | 9.00AM - 5.00PM
| MEFA TRAINING CENTER, PJ

Course Overview

Managing employees who demonstrate difficult behavior or excessive absenteeism is one of the most challenging responsibilities for managers, supervisors, and HR practitioners. This course provides participants with practical strategies, tools, and confidence to address disruptive behaviors, poor performance, and attendance issues while maintaining fairness, compliance with labor law, and workplace harmony.

Participants will learn to apply clear disciplinary procedures, manage conflict, and foster a positive work environment that reduces absenteeism and improves productivity.

Who Should Attend

- All department leaders
- Executives
- Line manager / Supervisors
- Legal & Compliance staff

Learning Outcomes

Participants will be able to :

- Use practical tools to document incidents and absenteeism cases.
- Conduct disciplinary and counselling sessions in line with HR policies.
- Recognize patterns of difficult behavior and absenteeism early
- Reduce legal and compliance risks through proper handling of cases

Course Registration :



<https://forms.office.com/r/AryZsHhn3A>

RM1,900*

(Price Inclusive of 8% SST)

HRDC Claimable*

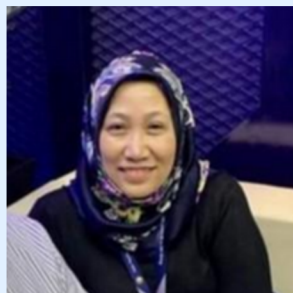


Course Structure

Time	Agenda
DAY 1	
8:30am - 9:00am	Registration
9:00am - 9:30am	Course Introduction / Ice Breaking
9:30am - 10:45am	MODULE 1: Introduction to Difficult Employees
10:45am - 11:00am	Break
10:45am - 1.00pm	MODULE 2: Root Causes of Difficult Behavior
1.00pm - 2.00pm	Lunch Break
2.00pm - 3:30pm	MODULE 3: Communication & Conflict Management
3.30pm - 3.45pm	Break
3.45pm - 5:00pm	MODULE 4: Handling Misconduct and Performance Issues
DAY 2	
8:30am - 9:00am	Registration
9:00am - 9:30am	Reflection Day 1
9:30am - 10:45am	MODULE 5: Absenteeism & Building Accountability
10:45am - 11:00am	Break
11:00am - 1:00pm	MODULE 6: Policies and Procedures MODULE 7: Corrective & Supportive Actions
1:00pm - 2.00pm	Lunch Break
2.00pm - 3:30pm	MODULE 8: Case Studies & Practical Exercises
3.30pm - 3.45pm	Break
3.45pm - 5:00pm	MODULE 9: Building a Positive Workplace Culture



Trainer Profile



NOR AINA KAMARUDDIN (TRAINING CONSULTANT)

Nor Aina Kamaruddin ("Aina") brings over 30 years of HR leadership experience across sectors such as banking, finance, insurance, telecommunications, and shared services. She is highly skilled in crafting and executing HR strategies that drive organizational transformation and business growth.

As an accredited HRD Corp Trainer, she has guided businesses through complex HR challenges while focusing on sustainable outcomes, offering training that spans both core HR functions and advanced technical areas. With a strong regional specialization in Southeast Asia, Aina has deep insight into the evolving dynamics of the HR landscape.



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