



MANAGING DIFFICULT EMPLOYEES AND ABSENTEEISM

14-15 OCT 2026 | 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 HODs
- HR & IR Personal
- 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 :



RM2,000

(Price Inclusive of 8% SST)

HRDC Claimable*

<https://forms.office.com/r/zkQccY87Uw>



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Course Structure

Time	Agenda
DAY 1	
8:30a- 9:00am	Registration
9:00 - 9:30am	• Course Introduction / ice Breaking
9:30 - 10:45am	MODULE 1 : • INTRODUCTION TO DIFFICULT EMPLOYEES
10:45 - 11:00am	Break
10:45am 1.00pm	MODULE 2 : • ROOT CAUSES OF DIFFICULT BEHAVIOR
1.00 -2.00pm	• Lunch Break
2.00 - 3:30pm	MODULE 3 : • COMMUNICATION & CONFLICT MANAGEMENT
3.30 - 3.45pm	Break
3.45 - 5:00pm	MODULE 4 : • HANDLING MISCONDUCT AND PERFORMANCE ISSUES
DAY 2	
8:30- 9:00am	Registration
9:00 - 9:30am	Reflection Day 1
9:30 - 10:45am	MODULE 5 : • ABSENTEEISM & BUILDING ACCOUNTABILITY
10:45 - 11:00am	Break
11:00am 1:00pm	MODULE 6 : • POLICIES AND PROCEDURES MODULE 7 : • CORRECTIVE & SUPPORTIVE ACTIONS
1:00 - 2.00pm	Lunch Break
2.00 - 3:30pm	MODULE 8 : • CASE STUDIES & PRACTICAL EXERCISES
3.30 - 3.45pm	Break
3.45- 5:00pm	MODULE 9 : • BUILDING A POSITIVE WORKPLACE CULTURE

Trainer Profile



NOR AINA KAMARUDDIN
(TRAINING CONSULTANT)

Nor Aina Kamaruddin (“Aina”) brings over three decades of HR leadership experience across diverse sectors, including banking, finance, insurance, telecommunications, and shared services. She is widely recognized for her expertise in designing and executing strategic HR initiatives that drive organizational transformation, enhance workforce capabilities, and support sustainable business growth. As an accredited HRD Corp Trainer, Aina has successfully guided organizations through complex HR challenges, delivering practical, results-oriented solutions with a strong emphasis on long-term impact. Her training portfolio spans core HR disciplines as well as advanced technical areas, enabling businesses to build resilient and future-ready teams. With deep regional expertise in Southeast Asia, Aina offers valuable insights into the evolving HR landscape and the unique cultural and regulatory dynamics shaping workforce strategies. She is passionate about empowering organizations and leaders to achieve excellence through people-centric approaches..