



# FEEDBACK DRIVEN POLICY MAKING (Involving Employee in Handbook)

14-15 MAY 2026 | 9.00AM - 5.00PM |  
MEFA TRAINING CENTER, PJ

## Course Overview

This two-day program introduces a feedback-driven approach to policy making by actively involving employees in the development and refinement of organizational handbooks. Participants will learn practical methods to gather, analyze, and integrate employee feedback to ensure policies are relevant, fair, and widely accepted. The training covers tools for surveys, focus groups, and continuous feedback loops, as well as strategies to balance compliance requirements with employee needs. By the end, learners will be equipped to co-create transparent, inclusive policies that enhance engagement, trust, and organizational effectiveness while keeping the handbook dynamic and responsive to change.

## Who Should Attend

- HR Department (all level)
- Operation Department (All Level)
- All Department HODs/ Execs
- Legal & Compliance Staff

## Learning Outcomes

1. Apply feedback-driven approaches to policy development
2. Design effective employee surveys and feedback mechanisms
3. Analyze feedback to improve handbook policies
4. Balance compliance requirements with employee expectations
5. Foster inclusive participation in policy creation processes

## Course Registration :



**RM2,000**

(Price Inclusive of 8% SST)

HRDC Claimable\*

<https://forms.office.com/r/MfYvPi9iyr>



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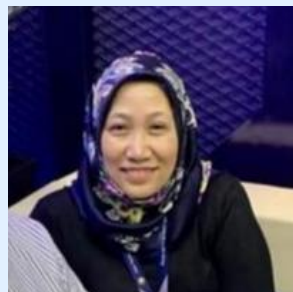


03-7498 7242 / 016 - 254 1844

## Course Structure

Time	Agenda
<b>DAY 1</b>	
8:30am - 9:00am	Registration
9:00 - 9:30am	• Course Introduction / ice Breaking
9:30 - 10:45am	<b>MODULE 1 :Introduction to Feedback-Driven Policy Making</b>
10:45 - 11:00am	Break
10:45 - 1.00pm	<b>MODULE 2 : Importance of Employee Involvement in Handbooks</b>
1.00 - 2.00pm	• Lunch Break
2.00 - 3:30pm	<b>MODULE 3 : Methods for Collecting Employee Feedback</b>
3.30- 3.45pm	Break
3.45 - 5:00pm	<b>MODULE 4 :Designing Effective Surveys and Focus Groups</b>
<b>DAY 2</b>	
8:30- 9:00am	Registration
9:00 - 9:30am	Reflection Day 1
9:30 - 10:45am	<b>MODULE 5 :Analyzing and Interpreting Feedback Data</b>
10:45 - 11:00am	Break
11:00 - 1:00pm	<b>MODULE 6 : Integrating Feedback into Policy Development</b>
1:00 - 2.00pm	Lunch Break
2.00 - 3:30pm	<b>MODULE 7:Ensuring Compliance and Organizational Alignment</b>
3.30- 3.45pm	Break
3.45 - 4.45pm	<b>MODULE 8 :Sustaining Continuous Feedback and Policy Improvement</b>
4.45-5.00pm	Q&A Session pm

## 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.