



HANDLING GRIEVANCE AT WORKPLACE

“Reset, Rebuild, Rise: Your Path Beyond VSS/MSS”

29 JUNE 2026 | 9.00AM - 5.00PM
MEFA TRAINING CENTER, PJ

Course Overview

This programme supports employees impacted by Voluntary Separation Scheme (VSS) and Mutual Separation Scheme (MSS) in navigating workplace transition with confidence and clarity. It addresses both emotional and practical aspects of change, helping participants manage uncertainty, rebuild resilience, and regain a sense of control.

Through guided reflection, participants will rediscover their strengths, reframe their situation, and develop a positive forward mindset. The course also provides practical tools for career transition, including job search strategies, personal branding, and action planning. By the end, participants will be equipped with the confidence, direction, and strategies needed to move forward and embrace new opportunities.

Who Should Attend

- Human Resource Personnel
- Compliance Officers
- Line Managers / Supervisors
- HODs Involved in Restructure

Learning Outcomes

- Participants will be able to :
- Managing emotions and building resilience during transition
- Reframing change into opportunities for personal growth
- Identifying strengths and transferable career skills
- Developing effective job search and networking strategies
- Creating actionable plans for future career direction

Course Registration :



RM1,000*

(Price Inclusive of 8% SST)

HRDC Claimable*

<https://forms.cloud.microsoft/r/NWL1NwAZDZ>



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Course Structure

Time	Agenda
8:30am - 9:00am	Registration
9:00am - 10:30am	MODULE 1 :Module 1: Understanding and Analyzing Grievances <ul style="list-style-type: none"> • Definition of grievance • Characteristics of grievance • Consequences of neglecting to handle grievances • Impact of grievance • Causes of grievance • The need hierarchy
10:45am - 11.00am	BREAK
11:00am - 11.30am	MODULE 1 (Cont ...): <ul style="list-style-type: none"> • Nature of grievance • Analyzing complaints and grievances • Case study
11.30am - 1:00pm	MODULE 2 : : Handling Grievances <ul style="list-style-type: none"> • Learning from handling grievances • Four-Step Approach • Guideposts • Human relations guidelines
1.00pm - 2.00pm	LUNCH BREAK
2:00pm - 3:30pm	MODULE 3 : Navigating Change & Emotional Resilience <ul style="list-style-type: none"> • Understanding the Transition • Managing Emotional Impact • Building Personal Resilience • Self-Identity & Confidence Rebuilding • Support Systems
3.30pm - 3.45pm	BREAK
3.45pm - 4.45pm	MODULE 4 : Moving Forward – Career & Life Reinvention <ul style="list-style-type: none"> • Reframing the Situation • Career Clarity & Direction • Job Search Strategy • Interview Readiness • Financial & Life Planning
4.45pm - 5:00pm	• Q&A SESSION

Trainer Profile



SACHA MARIA ALYOUF ALFRED (CONSULTANT - LEGAL & IR)

Sacha is a Consultant at MEF and a former Advocate and Solicitor with extensive experience in employment law and industrial relations, currently representing employers in the industrial and labour courts as well as various governmental departments. She also provides advisory and training services at MEF on various employment law and industrial relations-related topics.



VIGNESH K VELAYUTHAN (CONSULTANT- TRAINING)

A dynamic and result oriented trainer with 25 years of experience in a leadership position in the MNC & Hospitality industry. He carries wide experience & knowledge gained from working in various countries such as Singapore, Indonesia, Switzerland & UK. He articulates various managerial positions, project management, trainings & HR Skills in manufacturing and hospitality industries. Graduated from Universiti Kebangsaan Malaysia (B.Econs) and Post Graduate Hospitality Management (PGD) from HIM, Switzerland, he is also a Certified CIPP (AIBFM) & HRDC Certified.

