Managing Performance of Work From Home (WFH) Employees

Companies that have embraced the bold step of implementing Work From Home (WFH) convey to their employees that they are trusted and valued in their organisation, no matter the location of their work.

Micromanaging of these WFH employees therefore, would not be the most effective method of managing their performance. This program considers the challenges both managers and employees face in WFH arrangement and provides framework to meeting performance expectations whilst ensuring work-life balance.

During the recent Covid19 Movement Control Order (MCO), WFH frequently asked questions include:-

- Are employees expected to be online and available anytime during WFH?
- Should employers or employees enforce the work hours (eg. 9am-5pm) strictly?
- Does employee have right to take time off eg. for breaks and meals or family matters?
- What are employer’s expectations and employees accountabilities for performance?
- Does WFH monitor Productivity or Performance?

**DATE:**
17-18 August 2020

**TIME:**
9.00am – 12.30pm per day

**Online Training via MSTeams** (link will be emailed with confirmation)

**PRICE:**
RM500 (Members)
RM550 (Non-Members)

(prices indicated above are inclusive of 6% SST)

For any further enquiries please email or call:

CIK NAZLINA or CIK ZANA

TEL: 03 7955 7778, FAX: 03 7955 1945
EMAIL: nazlina@mef.org.my; roszana@mef.org.my
### COURSE AGENDA

<table>
<thead>
<tr>
<th>DAY 1 - TIME</th>
<th>TOPICS</th>
<th>SPEAKERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>9am – 9.15am</td>
<td>INTRODUCTION &amp; ADMINISTRATION</td>
<td></td>
</tr>
</tbody>
</table>
| 9.15am – 10.30am | MODULE 1 – WFH POLICY ON PERFORMANCE  
- Challenges of manager / leaders supervision  
- Clear communication on WFH policy  
- Rules of engagement – Productivity vs Performance  
- Employer expectations vs Employee accountability | Mrs T.Rani Nathan (HR Consultant) |
| 10.30 – 10.40am | Break | |
| 10.40am – 12.30pm | MODULE 2 – COMMON ISSUES OF WFH  
- Working hours – Fixed or Flexible  
- Claims of tools or equipment expenses for WFH  
- Treatment of Annual Leave / Time Off  
- Treatment of Medical or Unpaid leave for forced quarantine  
- Performance or Discipline issues if uncooperative employee  
- Adjustment of work allowances or salaries for WFH  
- New contract or terms for WFH | Mr. Nantha Kumar (IR Consultant) |
| 12.30pm | End | |
| DAY 2 - TIME | TOPICS | SPEAKERS |
| 9.00am – 10.30am | MODULE 3 – MANAGING WFH PERFORMANCE  
- Performance Appraisals  
  o Relevance of evaluation criteria  
  o Coaching and communication  
- Tracking Productivity vs Performance  
  o Reporting hours  
  o Task productivity | Mrs T.Rani Nathan (HR Consultant) |
| 10.30 – 10.40am | Break | |
| 10.40am – 12.30pm | Tracking Productivity vs Performance  
  o Work progress  
  o Short term vs. Long term indicators  
  o Data collection and reporting methods  
  Team accountability  
  o Key Performance Indicators  
  o Key Results Area / MBO  
  o SMART objectives | |
| 12.30pm | End | |
**Mr NANTHA KUMAR**

Senior Consultant, Industrial Relations, has been with MEF since 2009. He has represented many MEF member companies in numerous dismissal cases at the Industrial Court, conciliation proceedings and Labour Court cases as well as in Collective Agreement (CA) negotiations and CA dispute cases. He has also conducted numerous in house and Public Training programs in various IR related areas during his time with MEF. He has previous working experience with a commercial Bank where his last position was as a Senior Executive in the Operations Control/Audit Review Dept. He left the Bank in 2001 to further his legal studies. After graduating with an LLB (Hons) degree he completed the English Bar Vocational Course and qualified as an Advocate & Solicitor in 2005. He joined practiced with Messrs Sri Ram & Co and Messrs P Kuppusamy & Co specializing in Employment Law practice before joining MEF.

**Mrs T.Rani Nathan**

Senior Consultant with MEF Academy, the training & education arm of Malaysian Employers Federation (MEF). She is a Certified Trainer recognized by the Human Resources Development Berhad (HRDF), with 20 years extensive experience and expertise in Managerial Skills, Supervisory Skills, Performance Management, Emotional Intelligence, Change Management, Training Skills, Presentation Skills and Coaching & Counseling Skills programs.

Mrs. T. Rani also holds professional certifications as Master Trainer awarded by United Nations Development Programs (UNDP) – Malaysian Institute of Integrity; Certificate in Training Services from International Labour Organisation (ILO) and Qualified Management Training Programme (MTP) Trainer from Japan Industrial Training Association (JITA). Qualifications obtained are Masters In Law (LL.M) from University Malaya, LL.B (Hons) from University of London and Certificate In Legal Practice (CLP).

Clients include Panasonic Industries, YSP Industries, POS Malaysia, College Tunku Abdul Rahman, Royale Bintang Hotel, AmBank Group, Alloy Consolidated Bhd, Nadayu Properties, ShinEtsu Manufacturing, Malaysian Airline Systems, KPJ Hospitals, etc.
REGISTRATION FORM

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>Telephone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Name; ......................................................
Designation;............................................... 
Company; .................................................
Address; .....................................................
........................................................................
Tel.............................................................
Email; ........................................................

Please tick (√):

☐ RM500 per pax (MEF-members) payable to Malaysian Employers Federation
   Membership ID No: __________________

☐ RM550 per pax payable (Non-member) to MEF Academy Sdn Bhd
   (inclusive 6% SST)

Attached is our cheque no.: ______________________

Cash payments will not be accepted.
No cancellations, replacements allowed.

Managing Performance of Work From Home (WFH) Employees
Date: 17-18 AUGUST 2020

Please forward all registration to
Cik Ina
Tel: +603 7955 7778
Fax: +603 7955 1945
Email:
nazlina@mef.org.my ; roszana@mef.org.my