



# MANAGING NON PERFORMANCE

March 9-10, 2026 | 9AM | FMM Eastern Branch

## OVERVIEW

Performance improvement plan (PIP), also known as a performance action plan, is a great way to give struggling employees the opportunity to succeed while still holding them accountable for past performance. It is not always clear why an employee has poor performance.

This programme is designed to assist People Managers as well as HR Practitioners to manage their underperforming subordinates understand the need to improve performance and achieve organizational objectives

## OBJECTIVES

- Appreciate the importance of Performance Management System
- Identify poor performer based on SMART concept
- Apply the right techniques in ensuring the PIP process align with organisational goals
- Create the development plan for their subordinates
- Acquire the relevant legal knowledge in dealing with poor performer

## AUDIENCE

- People managers with poor performer
- HR Practitioners

## METHODOLOGY

- Lecturer
- Group discussion
- Case study
- Group presentation
- Project discussion

## OUTLINE HIGHLIGHT

- Managing Performance in Organisation
- Definition of Poor Performance
- PIP Framework and Key Processes
- The Difficult Conversation
- Planning Stage
- Setting the Stage
- The Monitoring
- The Final Review

## TRAINER PROFILE

Mr. Sulaiman Husin is an experienced Human Resources trainer and consultant with more than 25 years of professional experience across industries including banking, telecommunications, manufacturing, consulting, and regulatory authorities. He holds an MBA in Human Resource Management and has led major organisational transformation and human capital initiatives. His expertise covers organisation development, talent management, employment laws, performance management, and business transformation, supporting corporates, GLCs, and government agencies in building high-performance organisations.



## FEES

Member: RM972

Non-Member: RM1,080

(inclusive of SST 8%)

## CLOSING DATE:

**FEB 26, 2026**

**CONTACT US**

09-560 6554/5224

[fmmeastern@fmm.org.my](mailto:fmmeastern@fmm.org.my)



# MANAGING NON PERFORMANCE COURSE OUTLINE

## DAY 1: PERFORMANCE THEORETICAL FRAMEWORK & TOOLS

**8.45AM** **Registration of Participants**

**9.00AM** **Module 1: Managing Performance in Organisation**

- Fundamental of Employment Contract
- Do's and Don'ts in managing organisational performance
- Managing performance from employee experience perspective

**10.30AM** **Morning Tea Break**

**10.45AM** **Module 2: Definition of Poor Performance**

- Meaning of poor performance
- PIP Framework
- Relevant processes in managing underperforming staff



**1.00PM** **Lunch Break**

**2.00PM** **Module 3: PIP Framework and Key Processes**

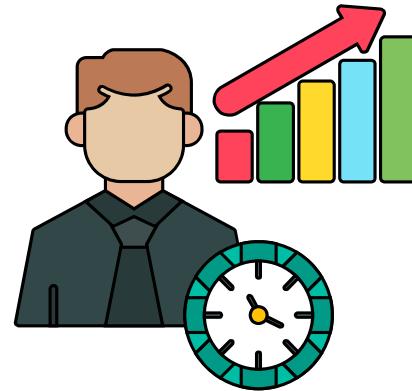
- Performance management system
- Performance appraisal
- Performance standard

**3.30PM** **Evening Tea Break**

**3.45PM** **Module 4: The Difficult Conversation**

- Planning the discussion
- Using GROW model to handle the discussion
- Managing Rejection

**5.00PM** **End of Programme Day 1**





# MANAGING NON PERFORMANCE COURSE OUTLINE

## DAY 2: WALKING THE PROCESS OF MANAGING “PIP”

**8.45AM** **Registration of Participants**



**9.00AM** **Module 5: Planning Stage**

- How to develop practical performance standard
- SMART concept in setting target
- Action plan development

**10.30AM** **Morning Tea Break**

**10.45AM** **Module 6: Setting The Stage**

- Creating the environment
- Handling the discussion
- Putting into practice

**1.00PM** **Lunch Break**

**2.00PM** **Module 7: The Monitoring**

- Periodic monitoring process
- Art of giving feedback
- Follow up Action Plan

**3.30PM** **Evening Tea Break**

**3.45PM** **Module 8: The Final Review**

- The verdict: Making the tough decision
- Due process in PIP
- Preparing the PIP committee



**5.00PM** **End of Programme Day 2**





FMM INSTITUTE 199901000527(475427-W)

EASTERN BRANCH

**CENTER FOR PROFESSIONAL DEVELOPMENT**



## MANAGING NON PERFORMANCE

March 9-10, 2026 | 9AM-5PM | FMM Eastern Branch

### ...ADMINISTRATIVE DETAILS...

#### **HRD CORP CLAIMABLE COURSE DETAILS**

- Training Provider : **FMM Institute Eastern**
- MyCoID : **475427W\_EASTERN**
- HRD Corp Programme No : **Provided upon registration**

#### **DISCLAIMER**

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes,

#### **REGISTRATION**

- Upon **Faxing/Mailing** the completed **Registration Form** to FMM Institute, you are **deemed** to have read and **accepted** the terms and conditions. The **course** would also be **deemed as confirmed** unless informed otherwise.
- Will be based on First-Come-First served basis.

#### **ENQUIRIES & REGISTRATION**

Ms Wanhui/ Ms Elly  
Email : fmmeastern@fmm.org.my  
Tel: 09-560 6554/ 5244

**Please tick accordingly:**

Fees:  **FMM Member: RM 972.00/pax**  
(inclusive of 8% Service Tax)

**Non Member: RM 1,080.00/pax**  
(inclusive of 8% Service Tax)

**Fees include course materials and  
Certificate of Attendance**

#### **CANCELLATION**

- Must be writing with reasons.
- 7 days before the course - No payment charged.
- 3-6 days before the course - 50% payment charged.
- < 3 days before the course - Full payment charged.
- Participants who did not turn-up will be charged full payment.
- Replacements can be accepted at no additional cost.

#### **PAYMENT**

- **Cheques** made in favour of "**FMM Institute**" should be forwarded to FMM Institute Eastern.
- For **HRD Corp claimable course**, an **attendance of 100% is a must**, in any case, **employers will be billed in full**.

**Closing Date**  
**Feb 26, 2026**

## REGISTRATION FORM

Dear Sir / Madam, please register the following participant(s) for the above programme.

No	Name	Designation	I/C Number	Email	H/P No.
1.					
2.					

(Please attach a separate list if space is insufficient)

We will **be claiming under HRD Corp Claimable Courses (SBL-Khas)** but full payment would be made to FMM Institute in the event that no disbursement from HRD CORP under any circumstances.

We will **NOT BE CLAIMING under training grant from HRD Corp**. Payment will be made to account payee **FMM Institute** by cheque or bank transfer to **MAYBANK Account No. 5560-1106-3275**

#### **Submitted by:**

Name : \_\_\_\_\_ Designation: \_\_\_\_\_

Company : \_\_\_\_\_ FMM Membership No. : \_\_\_\_\_

Address : \_\_\_\_\_

Email : \_\_\_\_\_ Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

TIN No. : \_\_\_\_\_ SST No: \_\_\_\_\_

Company Stamp