



MANAGING DISCIPLINE AND POOR PERFORMANCE

OBJECTIVES

- Understand misconduct and the various levels of misconduct
- Understand different types of misconduct cases
- Laws and Procedure in handling sexual harassment
- Preparation of an appropriate 'disciplinary' letters and deliver verbal warnings
- Dealing with disputes and dismissal cases at the Industrial Relations Department
- Make decisions in line with principles set by the Industrial Court

COURSE CONTENT

- **Module 1 : Understanding Misconduct and Domestic Inquiry**
- **Module 2 : Major, Minor and Gross Misconduct**
- **Module 3 : Disciplinary Management**
- **Module 4 : Drafting Verbal and Written Warning Letters**

ADMINISTRATIVE DETAILS

Date : February 11 - 12, 2026

Time : 9.00am – 5.00pm

Venue : FMM Selangor & Kuala Lumpur Branch
No 8A, Jalan Pensyarah U1/28, Hicom Glenmarie Industrial Park, 40150 Shah Alam, Selangor.

Fees : FMM Members – RM 1,350.00 per participant

Non-Members – RM 1,566.00 per participant

(inclusive of 8% service tax)

(Fees include course materials, Refreshments and Certificate of Attendance)

TRAINER PROFILE

Mary Lourdes obtained her early education in Ipoh, Perak. She started her career as Front Desk Executive at Royal Casuarina Hotel, Ipoh Perak. Realising her full potential and wanting to excel in her career, she moved to Kuala Lumpur to take up an offer as the Executive Secretary in highly diversified conglomerate. Being aware that she needs to sharpen her skills to produce the best result in her workplace, she pursued a Diploma in Professional Secretary and a second Diploma in Human Resources Management from a recognised Management Institution in KL after which she was admitted with a membership with MIM and MIHRM. While she was progressing in her career, she continued with a Degree in Business Administration, in Ryerson Polytechnic, Ontario Canada where she was graduated in 2001 with a Bachelors Honours in Business Management. She attained 30 years of “hands on exposure” in the area of Human Resources, Training, Office Administration, Quality Management covering Manufacturing, IT, Hospitality, Education for local SME to multinational companies. Though her forte is Training, Coaching, Industrial Relations (IR), Recruitment, Performance Management, setting Policies and Procedures and Employee Handbook, Mary Lourdes has proven her capability in ensuring that the job is not only her career, but she takes on her assignment with full commitment without compromising in the quality of her deliveries.

WHO SHOULD ATTEND

HR Managers, HR Executives, HR Assistants, Senior Managers, Heads of Department Line Managers

For further inquiries please contact:

Siti Nazihah /Azrini

FMM Institute Selangor & Kuala Lumpur Branch
Tel: 03-55692950 / 4171 / 4471 Fax: 03-55694346

Email: siti_nazihah@fmm.org.my /
azrini@fmm.org.my

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Get **10% DISCOUNT** if you send 3 or more participants for the same programme!

REGISTRATION FORM

Managing Discipline and Poor Performance

February 11 - 12, 2026 (Wednesday - Thursday) FMM SELANGOR & KUALA LUMPUR BRANCH

FMM Institute Selangor (SST No: W10-1901-32000105 | **COID: (475427W_SELANGOR)**)

Email: siti_nazihah@fmm.org.my/ azrini@fmm.org.my

Tel: 03-5569 2950/4471/4171

Please register the following participant(s) for the above programme:

1. Name	Designation	Email
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Nationality	IC/Passport No.
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2. Name	Designation	Email
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Nationality	IC / Passport No.
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(If space is insufficient, please attach a separate list)

Disclaimer

Registration is on a first-come first-served basis. All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the programme fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the programme fees. If the participant fails to attend the programme or less than 75% attendance, the full programme fees are payable. However, replacement can be accepted at no additional cost. The FMM Institute reserves the right to change the speaker, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes.

We hereby confirm that (Please tick accordingly):

☐ We will be claiming from HRD Corp and 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 from HRD Corp. Payment will be made to account payee FMM Institute by cheque or bank transfer to Maybank Account No 5-62106-64719-2

Submitted by:

Name:

Designation:

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Company:

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My Corporate Identity No.:

Company Address:

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