



WEBINAR MANAGING DISCIPLINE, COUNSELLING & GRIEVANCE HANDLING

SEPT 14-15, 2026 | 9AM | ZOOM

OVERVIEW

Building employee morale, training and having the right behaviours at the workplace are very crucial in the current competitive era. Employees contribute towards an organizations growth and development. Thus, it is important for an organization to have effective employee communication, development and corrective behavioural approaches at the workplace.

OBJECTIVES

- To handle grievances effectively
- To conduct effective grievance discussion sessions
- Develop counselling skills
- Use effective listening skills
- Building the 8 critical skills for counselling
- Building the 3 reflecting skills
- Utilizing the counselling process

METHOD

- Trainer presentation
- Case studies
- Group discussions
- Role plays
- Short practical exercises

AUDIENCE

- Managers
- HODs
- Executives
- Officers, Supervisors
- All HR staff

FEES

Member: RM864.00
Non-Member: RM972.00
(Inclusive of SST 8%)

CLOSING DATE:

SEPT 3, 2026





COURSE OUTLINE

DAY 1

8.45AM

Registration of Participants

9.00AM

Unit 1: Grievance Handling

- Understanding grievance
- How grievance handling differ from disciplinary action
- Grievance handling procedures
- Importance of handling grievances properly



10.30AM

Morning Tea Break

10.45AM

Unit 2: My Role as a Supervisor in Grievance Handling

- Understanding my grievance handling procedures
- The impact of grievance handling on employees
- What is it my role as a supervisor
- What is is my role & responsibilities as a supervisor



1.00PM

Lunch Break

2.00PM

Continue Unit 2: My Role as a Supervisor in Grievance Handling

- Roles & responsibilities of HOB and HR department
- The purpose of grievance handling

3.30PM

Evening Tea Break

3.45PM

Unit 3: The Counselling Process

- Key counsellor qualities
- The counselling process
- Counselling documentation
- Preparing for a counselling session
- Counselling traps to avoid



Skill Practices 1: Using the counselling document

Role Play 1: Being the counsellor

5.00PM

End of Programme Day 1





COURSE OUTLINE

DAY 2

8.45AM

Registration of Participants

9.00AM

Unit 4: How to Conduct Effective Counselling

- Guidelines for conducting a successful session
- Counselling ethics
- Building the 8 critical counselling skills



10.30AM

Morning Tea Break

10.45AM

Continue Unit 4: How to Conduct Effective Counselling

- Building the 3 critical reflecting skills
- Minimal responses



1.00PM

Lunch Break

2.00PM

Unit 5: Techniques of Questions

- Questions to ask about your questions
- Purpose of a questions
- General rules of questions
- Types of questions

Skill Practice 2: Identifying Questions

Skill Practice 3: Developing Effective Questions



3.30PM

Evening Tea Break

3.45PM

Unit 6: Critical Skills for Effective Counselling

- | | |
|---------------------------------------|-------------------|
| ■ Human relations | ■ Posture |
| ■ Sharpening awareness | ■ Tone of voice |
| ■ Active listening skills & obstacles | ■ Choice of words |
| ■ Empathy vs sympathy | |
| ■ Body language | |

Role Play 2: Using The Critical Skills

Role Play 3: An Effective Counsellor



5.00PM

End of Programme Day 2



WEBINAR MANAGING DISCIPLINE, COUNSELLING & GRIEVANCE HANDLING

Sept 14-15,2026 | 9AM-5PM | Remote Online Training (ZOOM)

...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 864.00/pax**
(inclusive of 8% Service Tax)
- Non Member: RM 972.00/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
Sept 3, 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