



FMM INSTITUTE

(C10626805080/ 199901000527/ 475427-W)
Centre for Professional Development



TEKNIK-TEKNIK MENANGANI DISIPLIN DAN PEKERJA BERMASALAH UNTUK PENYELIA & KETUA OPERATOR



Sesebuah organisasi bergantung kepada pekerja untuk mencapai kejayaan. Pekerja yang bermotivasi, berkesan dan cekap memainkan peranan yang amat penting ke arah kejayaan. Tetapi pada hakikatnya ada pekerja yang bermasalah dan kurang bermotivasi di tempat kerja. Penyelia memainkan peranan penting untuk cuba mengubahsuai sikap pekerja yang bermasalah.

PESERTA KURSUS

- Ketua Jabatan
- Pengurus
- Eksekutif
- Penyelia
- Leader
- Bahagian Sumber Manusia

ADMINISTRATIVE DETAILS

Date : **October 12-13, 2026**
(Monday-Tuesday)

Time : **2 Days (9:00 am - 5:00 pm)**

Venue : **FMM Institute, Johor Branch**
No. 1 & 3, Jalan Kencana Mas 1/1,
Tebrau Business Park III,
81100 Johor Bahru, Johor

Fees : **RM 1,215.00 (FMM Member)**
RM 1,350.00 (Non member)
The fee inclusive Service Tax at 8%
(SST No: W10-1901-32000105)

Closing Date : **September 28, 2026 (Monday)**

Training Provide : **FMM Institute Johor**
MYCOID: 475427W_JOHOR



KANDUNGAN KURSUS

UNIT 1 : PEKERJA BERMASALAH

- Pengenalan
- Ciri-Ciri pekerja bermasalah
- Kenapa pekerja bermasalah
- Bagaimana menangani pekerja bermasalah
- Jenis-Jenis pekerja bermasalah
- Motivasi Pekerja

UNIT 3: PENGAWALAN KETIDAKHADIRAN

- Menganalisa tahap ketidakhadiran
- Langkah-langkah mengelak ketidakhadiran
- Mengurangkan aras ketidakhadiran
- Tindakan susulan

UNIT 5 : BILA KAUNSELING DIPERLUKAN

- Keperluan kaunseling pekerja
- Situasi kerja yang memerlukan kaunseling
- Petanda sikap dan prestasi kerja yang tidak memuaskan
- Kenapa pekerja tidak dapat mencapai output/menyiapkan kerja

UNIT 2: ISU-ISU KETIDAKHADIRAN & DISIPLIN

- Mengenali dan memahami ketidakhadiran
- Pelbagai jenis ketidakhadiran
- Kesan ke atas produktiviti
- Penyimpanan rekod
- Punca-punca utama ketidakhadiran

UNIT 4: PENGENALAN KEPADA KAUNSELING

- Memahami kaunseling
- Kaunseling untuk pekerja
- Faedah yang diperolehi dari kaunseling
- Kenapa kaunseling dielakkan oleh penyelia/pengurus

UNIT 6 : KAUNSELOR YANG BERKESAN

- Ciri-Ciri seorang kaunselor
- Intipati perhubungan manusia
- Keupayaan menjadi seorang pendengar yang baik
- Memberi maklumbalas dengan berkesan



KANDUNGAN KURSUS

UNIT 7: PROCESS KAUNSELING

- Memahami proses kaunseling
- Membuat persiapan awal sesi kaunseling
- Mempelajari kaedah 8 langkah
- Menggunakan proses kaunseling dengan berkesan
- Menggunakan dokumen kaunseling

UNIT 8 : TINDAKAN DISIPLIN

- Perbezaan tindakan disiplin dengan kaunseling
- Bila penyelia guna tindakan disiplin
- Pilihan terakhir

OBJEKTIF KURSUS

- Menangani pekerja bermasalah
- Mengurangkan ketidakhadiran
- Mempelajari kepentingan kaunseling
- Mengenalpasti bila kaunseling diperlukan
- Membina ciri-ciri kaunselor yang berkesan
- Membina keupayaan menjadi seorang pendengar
- Menggunakan proses kaunseling
- Membezakan antara kaunseling dengan tindakan disiplin

FACILITATOR

Dr Jasjit Kaur, Ph.D has 35 years industrial experience in various sectors such as manufacturing and services. She had hands on practical experience for 20 years in the plastics, textiles, electronics and hotel industries before she became a trainer. She has handled various functions related to Human Resource Management, Purchasing Management and Store/Warehouse & Logistics Management. She has held positions both at the Division Head and Departmental Head levels such as Group Human Resource / Administration Manager (for a group of companies overseeing strategic HR and Purchasing initiatives for the group), Assistant Director of Human Resources and Purchasing / Administration Manager.

All cancellations must be made in writing. There will be no charge for cancellation received 7 or more working days before the start of the programme. Cancellation received 5 working days before the start of the programme is subjected to a cancellation fee of 50% of the course fees. Cancellation received 3 working days and below before the start of the programme is subjected to cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.

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**TEKNIK-TEKNIK MENANGANI DISIPLIN DAN PEKERJA BERMASALAH UNTUK PENYELIA & KETUA OPERATOR****OCTOBER 12 - 13 , 2026 | VENUE: FMM INSTITUTE, JOHOR BRANCH**

FMM Institute (475427-W)

Puan Sabrina / Pn. Astri / Pn. AinEmail : sabrina@fmm.org.my / astri@fmm.org.my
/ nur_ain@fmm.org.my

Tel: 07-357 7613 / 14 / 15 / 16 Fax: 07-357 7618

Dear Sir/Madam,

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

(To be completed in BLOCK LETTERS)

Please tick accordingly:

- Fees: ☐ **FMM Member: RM 1,215.00/pax**
(inclusive of 8% Service Tax (SST No: W10-1901-32000105))
- ☐ **Non Member: RM 1,350.00/pax**
(inclusive of 8% Service Tax (SST No: W10-1901-32000105))

1.Name:

IC No:

Nationality:

Designation:

Email:

Mobile No.:

2.Name:

IC No:

Nationality:

Designation:

Email:

Mobile No.:

*(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 7 or more working days before the start of the webinar. **Cancellation received 5 working days** before the start of the webinar is **subject to a cancellation fee of 50%** of the webinar fees. **Cancellation received 3 working days and below** before the start of the webinar is **subject to a cancellation fee of 100%** of the webinar fees. **If the participant fails to attend the programme, the full webinar 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 webinar and all efforts will be taken to inform participants of the changes.

We hereby confirmed that (please tick accordingly):We will be claiming under **HRD CORP CLAIMABLE COURSES** and full payment would made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances.I (self-sponsor) / We will **NOT BE CLAIMING** under **HRD CORP CLAIMABLE**. Payment will be made to the account payee **FMM Institute** by cheque or bank transfer to **Maybank Account No. 501280056601**.**Tin No. : C10626805080****BRO No. : 475427-W****SST No. : W10-1901-32000105****Submitted by:**

Name:

Email:

Designation:

Tel No:

Mobile No:

Company:

Address:

Tin No. :
(Company Tax Number)Business Registration
No. (New/Old)SST No
(If Applicable):

Company Stamp & Signature:

Date: