

## **TMY-SS06: Managing Difficult Employees and Absenteeism**

Course Code: TMY-SS06

Duration: 2 days

Instructor-led Training (ILT) | Virtual Instructor-led Training (VILT)

### **OVERVIEW**

Bad behaviors employees and absenteeism are costly to employers.

This course will guide hr and management to build a strategic plan to manage difficult employee and their attendance with a major objective to reduce employee absences so that workers are consistently present to do their jobs and be more productive for the benefit of the organization.

### **SKILLS COVERED**

Upon completion of this programme, the participants will be able to :

- Understand and appreciate the Meaning of Difficult Employees and Absenteeism in the Malaysia Context
- Understand the different forms and causes of Difficult Employees and Absenteeism
- Create the appropriate strategy and conducive climate and environment required to reduce the problem
- Acquire the relevant technical and legal knowledge in dealing with such problems and situations
- Acquire the requisite soft skills.
- Use as forum to examine the situations and analyze the choices

- Discuss and brainstorm on own peculiar situations and synergizes new and innovative methods of remedy

### **WHO SHOULD ATTEND?**

This course is designed for Human Resource, Administration, Departmental Heads & Executives Supervisors, Line Leaders, Line Managers and those who need to handle HR issues.

Level for Line Leaders and above

### **PREREQUISITES**

There are no prerequisites required to attend this course.

### **MODULES**

#### **Module 1: Meaning Of Difficult Employees Vis-A-Vis Absenteeism**

- Attitude of Excellent Service  
-Excellent service starts with the attitude of the individual service provider. This module helps learners see the connection between how they feel when receiving good and bad customer service and those feelings of the customers they serve.
- Defining customer service
- 3 elements of customer service
- Shift of customer service

#### **Module 2: Difficult Employees Problems**

- Work Habits
- Malingering
- Tardiness
- Poor Performance
- Inefficiency

- Excessive Medical Leave
- Disobedience
- Insubordination

**Module 3: Absenteeism**

- Factors, Causes and Effects of Absenteeism
- Identifying Absenteeism
- Law on Absenteeism

**Module 4: Managing Difficult Employees / Absenteeism**

- The Soft Approach
- Creating a positive work environment and culture
- Counselling techniques and tactics
- Transferring
- Restructuring
- Neutralize

**Module 5: Managing Difficult Employees / Absenteeism (Continuation)**

- The Hard Approach
- The Hot-Stove Principle
- The Disciplinary Process

**Module 6: Developing A Model Procedure**

- In conformance with Company Policy and Company Rules & Regulations

**Module 7: Industrial Court Awards And Guidelines**

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