



# EMPOWERING HODS:

## EFFECTIVE MANAGEMENT OF STAFF MISCONDUCT, GRIEVANCES AND PERFORMANCE ISSUES



Trainer:  
**DEIVIGARANI KRISHNA**  
**LL.B (HONS)**

**12 June 2025**

 **9:30am - 5:30pm**  
 **TBC, Level 2, Le Quadri Kuala Lumpur**

### Overview

As frontline leaders, Heads of Departments (HODs) play a key role in shaping team culture and maintaining discipline. While HR provides support, it is the HOD that is closest to the ground and best positioned to spot, manage and resolve staff issues early. This training equips HODs with the practical tools to handle misconduct, grievances and performance matters confidently and effectively.

### Course objectives

- ✓ Understand your role as HOD in managing staff issues and when to involve HR.
  - ✓ Identify and respond appropriately to various types of staff misconduct.
  - ✓ Handle staff grievances professionally, with empathy and fairness.
  - ✓ Recognise signs of poor performance and take corrective action using performance improvement tools.
  - ✓ Document incidents and actions clearly and in compliance with internal policies.
  - ✓ Communicate effectively during disciplinary or grievance discussions.
- Work on fostering a culture of accountability and trust within your teams.

**Register now!**

Complete the attached TRF and submit it to Fitriyah, GHR.  
Email: [fitriyah@ucsigroup.com.my](mailto:fitriyah@ucsigroup.com.my) (Ext: 2417)