

Who Is

Responsible

For Managing

Staff Performance

and Discipline Issues...

HR or The Line Manager?



HR Compliance Training System for Managers

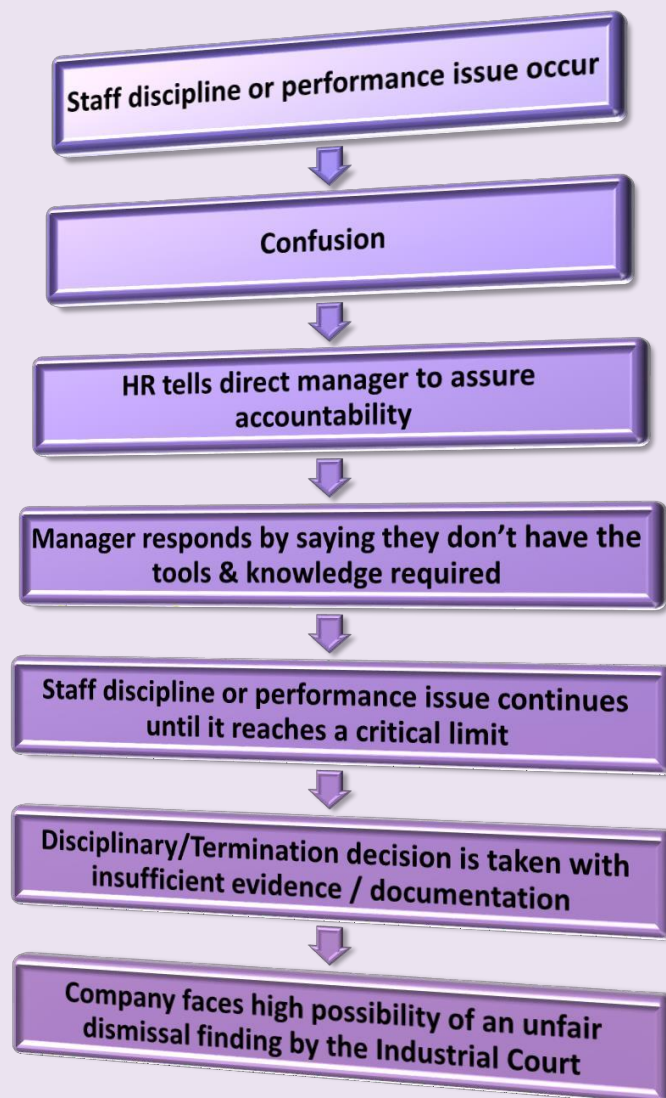
(Subscription Information Pack)

LS (Lyons Shers) Human Capital Sdn Bhd (1171487-T)



THE PROBLEM

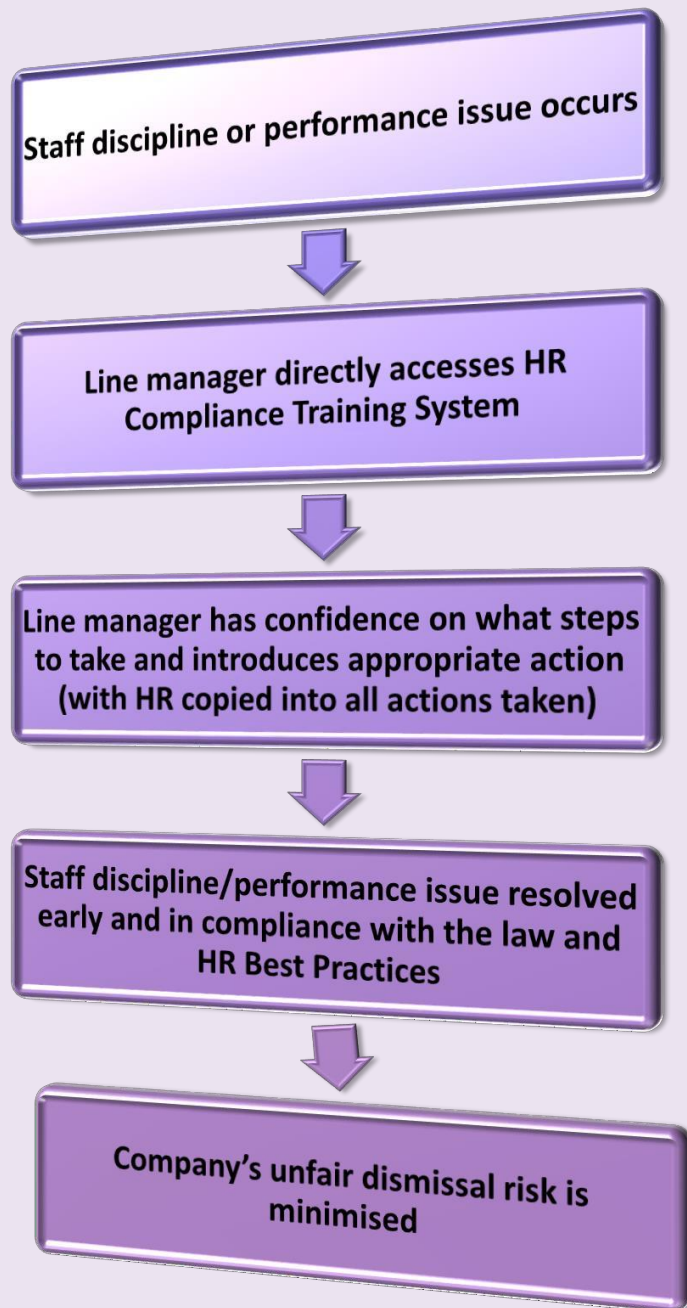
Where it comes to assuming accountability for managing staff discipline and performance – both HR and IR managers are at odds. Line managers think that HR should manage their department staffing issues directly because they lack the subject matter expertise and knowledge. The reality however is the law mandates that ‘the direct/line manager assume accountability’ for proving that he or she had been fair in managing the staff’s performance or disciplinary issue.



THE SOLUTION

THE HR COMPLIANCE TRAINING SYSTEM FOR MANAGERS

Line managers complain that they lack a clear, detailed step-by-step SOP guide telling them what to do in managing their range of discipline and performance issues. The HR Compliance Training System for Managers fills this void with a clear step-by-step guide on how to manage your organisation's complete range of disciplinary, productivity and performance scenarios.



WHAT IS THE HR COMPLIANCE TRAINING SYSTEM FOR MANAGERS

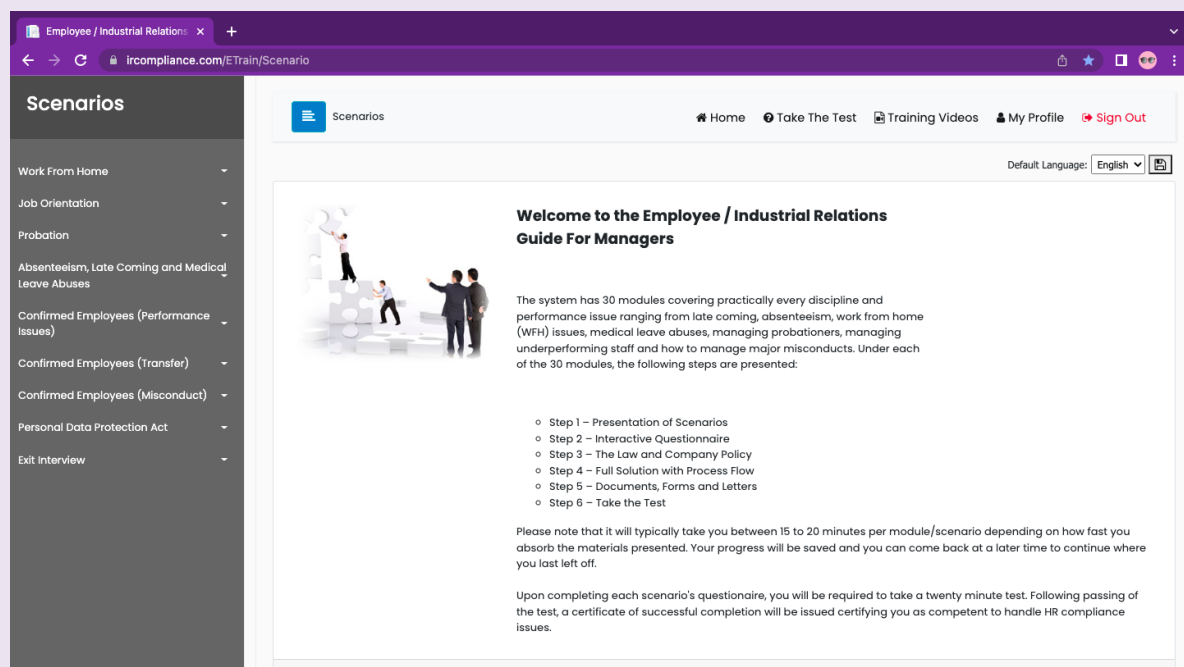
The HR Compliance Training System for Managers has been developed as a one-stop online training and guidance tool for managers in managing their day to day staff productivity, performance, and discipline issues. Developed in 2012, this system guides managers and supervisors in your organisation with the specific steps they need to take in managing their day to day staffing issues ranging from absences, late-coming, poor performance, misconducts on to compliance issues with the Personal Data Protection Act.

The system has 31 modules covering practically every discipline and performance issue ranging from late coming, absenteeism, work from home (WFH) issues, medical leave abuses, managing probationers, managing underperforming staff and how to manage major misconducts. Under each 31 modules, the following steps are presented:

- Step 1 – Presentation of Scenarios
- Step 2 – Interactive Questionnaire
- Step 3 – The Law and Company Policy
- Step 4 – Full Solution with Process Flow
- Step 5 – Documents, Forms and Letters
- Step 6 – Take the Test

This system is available online, giving your managers the flexibility to learn and view solutions to their HR issues AT THEIR OWN PACE. The system is also **100% claimable** under the Human Resource Development Fund or Pembangunan Sumber Manusia Berhad (PSMB) through its SBL – Khas programme.

STEP ONE – Presentation of Scenarios



The screenshot displays the 'Scenarios' page of the HR Compliance Training System. The interface includes a sidebar with a list of scenarios such as 'Work From Home', 'Job Orientation', 'Probation', 'Absenteeism, Late Coming and Medical Leave Abuses', 'Confirmed Employees (Performance Issues)', 'Confirmed Employees (Transfer)', 'Confirmed Employees (Misconduct)', 'Personal Data Protection Act', and 'Exit Interview'. The main content area features a welcome message, an illustration of people on a staircase, and a detailed list of the six steps of the training system. It also includes a note about the time taken per module and a statement about the certificate issued upon completion.

Welcome to the Employee / Industrial Relations Guide For Managers

The system has 30 modules covering practically every discipline and performance issue ranging from late coming, absenteeism, work from home (WFH) issues, medical leave abuses, managing probationers, managing underperforming staff and how to manage major misconducts. Under each of the 30 modules, the following steps are presented:

- Step 1 – Presentation of Scenarios
- Step 2 – Interactive Questionnaire
- Step 3 – The Law and Company Policy
- Step 4 – Full Solution with Process Flow
- Step 5 – Documents, Forms and Letters
- Step 6 – Take the Test

Please note that it will typically take you between 15 to 20 minutes per module/scenario depending on how fast you absorb the materials presented. Your progress will be saved and you can come back at a later time to continue where you last left off.

Upon completing each scenario's questionnaire, you will be required to take a twenty minute test. Following passing of the test, a certificate of successful completion will be issued certifying you as competent to handle HR compliance issues.

Choose from a comprehensive range of staff discipline, productivity and performance issue and the system guides you on a step by step basis on what you need to do. A total of **31 scenarios/modules** are covered and all your managers have to do is click on the scenario that relates to their underlying issue to begin the tutorial guide.

STEP TWO – Interactive Questionnaire

The screenshot shows a web application interface for 'Employee / Industrial Relations'. The left sidebar lists various scenarios, with 'Work From Home' selected. The main content area displays 'Scenario 25' titled 'How do I manage situations where my subordinates do not show up online for our Teams/Zoom meetings?'. The scenario is marked as 'Completed'. Below the title, there is a section 'The Scenario' with a description: 'How do I manage situations where my employees fail to show up online for our Microsoft Teams or Zoom meetings?'. A list of buttons is provided: 'What The Law / Company Policy States', 'Areas Of Concern', 'Take The Questionnaire', 'Full Solution With Process Flow', and 'Documents and Forms'. Navigation links for 'Previous Scenario' and 'Next Scenario' are at the bottom.

Take a brief Question & Answer tutorial online in helping you understand what you need to do in navigating/resolving this issue from start to finish.

STEP THREE – What the Law/Company Policy States on the Issue

The screenshot shows the 'What The Law / Company Policy States' section for Scenario 25. The section is titled 'What The Law / Company Policy States' and contains the following text: 'Absenteeism from work can occur in both a physical and virtual setting. The law does not make a distinction between employees who are physically non-present from situations where an employee who is supposed to be working from home is not contactable and/or does not attend any virtual meetings. However, an organisation needs to ensure it has a guideline governing absences and tardiness in a work from home (WFM) context and our organisation's guidelines on this is shared below:'. Below this text, there is a section titled 'Guidelines for Managers and Supervisor (managing staff discipline and productivity issues during work from home arrangements)'. This section contains the following text: 'Managing staff productivity and discipline can be a daunting process for line or departmental managers. The pandemic has further complicated this task as managers strive to motivate their team members who may be demoralised due to mobility issues associated with movement control orders, i.e. being confined to staying at home. At the same time, managers also need practical tools on how best to manage problematic situations such as where staff members/employees are:'. A list of three items is provided: i) Not being responsive to emails, WhatsApp, phone calls and other attempts to contact them during work hours, ii) Consistently late in logging in to company applications and attending video-conferencing meetings, and/or iii) Behaving rudely, discourteously or unprofessionally while engaging with their bosses and colleagues during virtual discussions and/or via written communications.

Find out what the law and company policy states on the issue here to ensure that the next action you take is in line with legal and company requirements.

STEP FOUR – Full Solution with Process Flow

Scenarios Work From Home How do I manage situations where my subordinates do not show up online for our Teams/Zoom meetings? How do I manage an employee who has been under-performing since we began working from home (WFH)? Job Orientation Probation Absenteeism, Late Coming and Medical Leave Abuses Confirmed Employees (Performance Issues) Confirmed Employees (Transfer) Confirmed Employees (Misconduct) Personal Data Protection Act Exit Interview	What The Law / Company Policy States
	Areas Of Concern
	Take The Questionnaire
	Full Solution With Process Flow 1. Ensure that all your employees are made aware of the company's expectations/policy on working from home; in particular those with regard to expectations on attending virtual meetings. 2. If required, issue a circular to your team to communicate your expectations on attendance during virtual meetings. Alternatively, you may also have a meeting (virtual or physical) with your team where you communicate your expectations and following this prepare a minutes of the meeting and ensure all members of staff sign their acknowledgement. 3. Where (following communication) the employee continues to be absent, you may issue the employee an explanation e-mail asking for his/her explanation for the non-attendance of the virtual meeting. 4. Following his/her reply, you may proceed to issue a notice of reminder (via e-mail) to the employee. 5. If the employee repeats the non-attendance, issue an explanation letter and following his/her reply proceed to issue a notice of caution (via e-mail) to the employee. 6. If the employee continues to repeat the non-attendance following the issuance of a caution, you may refer this matter to human resources who will then proceed to issue the employee with a show cause letter. Following the employee's reply, the company may then initiate serious disciplinary action (if the employee is found to not have a valid/justifiable reason for his/her non-attendance).
	Documents and Forms
Previous Scenario Next Scenario	

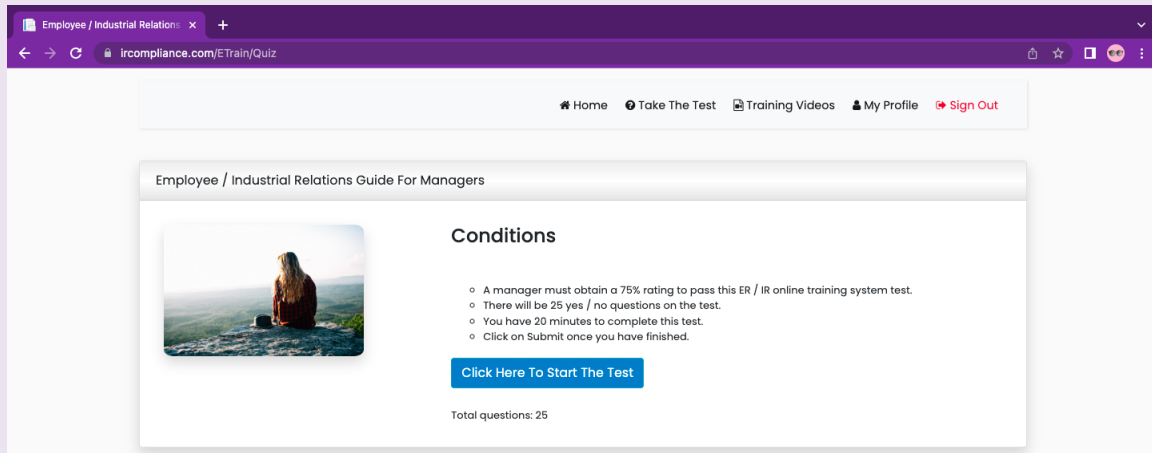
Find out what is the specific action steps you need to take from start to finish, including clarity on where HR and the Line Manager's role is in solving the issue.

STEP FIVE – Documents, Forms and Letters

Scenarios Work From Home How do I manage situations where my subordinates do not show up online for our Teams/Zoom meetings? How do I manage an employee who has been under-performing since we began working from home (WFH)? Job Orientation Probation Absenteeism, Late Coming and Medical Leave Abuses Confirmed Employees (Performance Issues) Confirmed Employees (Transfer) Confirmed Employees (Misconduct) Personal Data Protection Act Exit Interview	Take The Questionnaire
	Full Solution With Process Flow
	Documents and Forms <ul style="list-style-type: none">Caution Notice Absence From Virtual Meetings (EN)Caution Notice Absence From Virtual Meetings (BM)Caution Notice Non-Responsiveness To Communication (EN)Caution Notice Non-Responsiveness To Communication (BM)Email Circular Work From Home from Manager (EN)Email Circular Work From Home from Manager (BM)Explanation Absence From Teams Meeting (EN)Explanation Absence From Teams Meeting (BM)Explanation Non-Responsiveness To Communication (EN)Explanation Non-Responsiveness To Communication (BM)Follow Up Email Absence and Late Responsiveness (EN)Follow Up Email Absence and Late Responsiveness (BM)Reminder Notice Absence From Virtual Meetings (EN)Reminder Notice Absence From Virtual Meetings (BM)Reminder Notice Non-Responsiveness To Communication (EN)Reminder Notice Non-Responsiveness To Communication (BM)
	Previous Scenario Next Scenario

Click on the relevant HR Document to issue the relevant letter/document required to be sent to the staff in managing the issue.

STEP FIVE – Take the Test



Once the manager has viewed all 31 modules, he or she can take a final test to assess his or her competence level in managing their staff discipline, productivity and performance issues.

BENEFITS OF SUBSCRIBING TO THE HR COMPLIANCE TRAINING SYSTEM FOR MANAGERS

- 1. Managers no longer have the excuse of saying they don't have a clear step-by-step SOP guide in telling them exactly what to do in managing their staffing issues.**
- 2. Uniformity in terms of managers' understanding of where theirs' and HR's role is when it comes to managing staffing problems.**
- 3. Manager's cannot use the excuse that they have no time to attend training as the system is accessible online giving them the freedom to access and learn at their own pace. Best of all, learning is achieved on demand whereby managers can find out the solution to their HR issue when they are actually faced with the problem in real-time.**
- 4. All related guides on what managers are expected to do when managing their range of discipline, productivity and performance issues are made available to them via a single reference point – thereby reducing uncertainty and confusion**
- 5. Reduce your training costs in terms of training your managers on HR Compliance issues while enjoying the security of having on-demand answers to your HR issues.**
- 6. Training/learning can be done anywhere and anytime at the manager's convenience.**

ENDORSEMENTS ON THE HR COMPLIANCE TRAINING SYSTEM

- 1) “One of my KPI's for the year was to have zero cases referred to the IR department for this year. We achieved this and the HR Compliance Training System helped us meet this objective by giving our managers the guidance and confidence to proactively manage their day to day staffing discipline and performance issues.” – HR Director, Malaysian IT Based PLC**
- 2) “We keep telling our line managers that managing their staffing performance and discipline issues is part and parcel of their managerial responsibilities. They in turn have said that they need a clear SOP guide to manage every single disciplinary issue, from one day absences, performance, misconducts to medical issues. With the HR Compliance Training System, we are now able to give this to them and they in turn now cannot say that they don't have the tools to manage their staffing issues.” – Head of Human Capital, Malaysia (Fortune 500 Based US Multinational)**



LS HUMAN CAPITAL SDN BHD

(1171487-T)

SST No.: W10-1811-32000149

EMPLOYEE/ INDUSTRIAL RELATIONS COMPLIANCE SYSTEM FOR MANAGERS

SUBSCRIPTION F O R M

We hereby confirm subscription under Package
One/Two/Three (select from one of the boxes below) to
LS Human Capital's **IR COMPLIANCE SYSTEM**

Package	Fee	Notes
1-Year Access	RM 3,600 + 8% SST (RM 3,888)	Full access for 1-3 users for 12 months
1-Month Access	RM 1,800 + 8% SST (RM 1,944)	Full access for 1-3 users for 1 month
Per Pax (if 4 or more pax)	RM 900 + 8% SST (RM 972/pax/year) 500 + 8% SST (RM540/pax/month)	Discounted rate per person for group purchase

User Details

1. Name of User : _____
Email address : _____
2. Name of User : _____
Email address : _____
3. Name of User : _____
Email address : _____



LS HUMAN CAPITAL SDN BHD

(1171487-T)

SST No.: W10-1811-32000149

EMPLOYEE/ INDUSTRIAL RELATIONS COMPLIANCE SYSTEM FOR MANAGERS

Contact Person Details

Name: _____

Date : _____

Position: _____

Company: _____

Phone: _____

E-Mail: _____

Signature: _____

Company Chop: _____