

DRIVING RESULTS THROUGH PEOPLE : HR SKILLS FOR OPERATIONAL LEADERS

21 & 22 JANUARY 2026 | 9AM - 5PM

MISIF TRAINING ROOM

A practical 2-day programme designed to equip managers and team leaders with essential people-management skills. Learn to handle performance, discipline, workplace behaviour and team engagement with confidence while staying compliant and effective.





21 January 2026 (Wednesday)

9.00am	Module 1: Introduction <ul style="list-style-type: none">◦ Why HR knowledge is critical for managers◦ Employer and Employees' Implied Duties◦ Overview of Malaysian Employment Act & Industrial Relations◦ Precedent Law Cases: On Employment Contract
10.30 - 10.45am	Tea break
10.45am	Module 2: Managing Poor Job Performance <p>To equip leaders with the skills, processes, and legal awareness to confidently identify, address, and resolve employee performance issues in a way that is constructive, documented, and minimizes legal risk.</p>
1.00-2.00pm	Lunch
2.00pm	Module 3: Common Disciplinary Issues & Corrective Action <p>To equip leaders with the knowledge, skills, and confidence to address employee disciplinary issues fairly, consistently, and legally, minimizing risk and fostering a productive work environment.</p>
3.30-3.45pm	Tea Break
3.45pm	Module 4: Performance Improvement Plans (PIP) <p>A robust, documented process of setting expectations, providing feedback, and offering a chance to improve through a PIP is not just good management—it is your primary legal defense.</p>
5.00pm	End of Day 1



22 January 2026 (Thursday)

9.00am	Module 5: Appraisals & Probation Management <p>Fairness is found in preparation: A fair and defensible process relies on clear, objective criteria set at the start, consistent documentation of performance, and evidence-based decisions.</p>
10.30am - 10.45am	Tea break
10.45am	Module 6: Workplace Harassment & Dignity at Work <p>It's About "Unwelcome" Conduct. Harassment is defined by the recipient's perception, not the perpetrator's intent. If the behavior is offensive, intimidating, or unwanted, it can be harassment.</p>
1.00-2.00pm	Lunch
2.00pm	Module 7: Preventing Job Burnout <p>Burnout undermines performance by reducing productivity, impairing focus, and lowering work quality, which can lead to disciplinary action. It also drives increased absenteeism, higher staff turnover, and a collapse in team morale and collaboration.</p>
3.30pm-3.45pm	Tea Break
3.45pm	Module 8: Managing a Multi-Generational Workforce for Performance <p>Everyone wants to be treated with respect, trusted to do their job, given clear goals, and recognized for their contributions. Build your management foundation on these universal principles. Understanding Gen X, Y, Z & Boomers</p>
5.00pm	End of Day 2

✦ This Programme Equips You To:

- Understand their role in managing employee performance and discipline.
- Apply fair and lawful approaches to poor performance, probation, and appraisals.
- Handle common disciplinary issues with confidence.
- Implement Performance Improvement Plans (PIPs) effectively.
- Recognize and prevent workplace harassment and burnout.
- Manage and engage multi-generational teams for performance.



Who should join?

- Managers
- Executives
- Supervisors
- Team Leads

- Registration Fee : **Member RM1,900 + 8% SST** per pax; **Non-Member RM2,100 + 8% SST** per pax.
- Enjoy a 10% discount for group registrations of three (3) participants.
- The registration form may be duplicated for additional participants.
- Confirmation of participation is upon receipt by MISIF of your completed registration form and payment, made payable to: **MALAYSIAN IRON AND STEEL INDUSTRY FEDERATION**. Payment can also be made banking payment to MISIF's account at: **CIMB Bank Berhad** Account No: **8002275287**. Please send a copy of the bank-in slip to MISIF immediately together with the registration form as proof of payment.
- No refund will be entertained although participants can be substituted at any time. Please note that a 30% fee will be charged for no-shows.
- The organizer reserves the right to cancel, reschedule, postpone or amend the workshop date/venue/program etc. as it deems fit.
- Registration Deadline: **14 January 2026**

REGISTRATION FORM

1. Name: _____ Designation: _____

Email: _____ Tel: _____ Vegetarian: Yes / No

2. Name: _____ Designation: _____

Email: _____ Tel: _____ Vegetarian: Yes / No

3. Name: _____ Designation: _____

Email: _____ Tel: _____ Vegetarian: Yes / No

Submitted by

Name: _____ Designation: _____

Company: _____ Address: _____

Tel: _____ Email: _____

TRAINER PROFILE



An experienced motivational speaker and trainer, William Yap has conducted numerous training and team building sessions nationally and internationally.

William Yap has a varied and fruitful professional background. He has experience in the field of IT, Business Administration, HR, F&B, Training and Consultancy. Today, he is an internationally successful consultant with a profound understanding of human behaviour, driving forces to success and the knowledge of ways to master challenges in an organisation.

His training programmes, which always receive satisfaction from clients, have high success rates in creating improvements within and beyond the workplace.

What makes William's training programmes unique?

William's training programmes have transformed mindsets to create high- performing teams, leaders and organisations. They are aimed at cultivating an empowering work culture within an organisation to create efficient, desired outputs.

William's training programmes are unique as they are tailored to align with his client's principles, goals and needs for their organisation. Below shows his unique step as to creating a programme.

1. Seek to understand and listen to client's demands and requirements.
2. Integrate client's goals into Training Programme/ Create specialised Programme.
3. Propose Programme to client.
4. Execute Training.

William's notable communication skills such as empathy, eloquence and entertaining interaction makes up his distinctive engagement with the audience. His programmes are of high standards and instil profoundly inspiring and important messages that make lasting impressions.

With a warm heart and true engagement, William Yap shows the way to real awakening, improvement and lasting success for people and organisations.