

IMPROVING SKILLS IN MANAGING SUBORDINATES

MODULE 4

COUNSELLING & GRIEVANCE HANDLING

DESIGNED FOR

All Managers, Executives and Supervisors whose duties include supervision of subordinates.

OBJECTIVES

To train Delegates on motivating subordinates through proper communications & counselling and to appraise Delegates on grievance handling & grievance resolving machinery.

CONTENTS

- ✿ **Communicating to Motivate**
 - *How to communicate*
 - *Motivation in general*
 - *Pitfalls to avoid*
- ✿ **Counselling**
 - *Workshop on counselling techniques*
- ✿ **Handling Grievances**
 - *Company's grievance procedures*
 - *Union Committees/JCC*
 - *Grievance handling techniques*
- ✿ **Grievance Resolving Machinery**
 - *Role of Industrial Relations Department*
 - *Role of Labour Department*
 - *Industrial Court*
 - *Labour Court*

METHODOLOGY

Lectures Discussion
Role Play

DURATION

1 Day

COURSE FEES

RM7,500

**Our programmes are guaranteed
All Modules qualify for HRDF subsidy**