



# HANDLING GRIEVANCES & HARASSMENT AT THE WORKPLACE

SABAH SKILLS & TECHNOLOGY CENTRE

## INTRODUCTION

Every organization are required by law to set out their disciplinary rules and disciplinary and grievance procedures, in writing. It's also common for employers to have a separate bullying and harassment policy. If your company fail to issue this information in writing, and one of your employees makes an employment tribunal case against you and wins, you may have to pay up to four weeks' wages on top of any other compensation the tribunal may award. Grievances are common to all human beings and employees are no exceptions. An average employee spends about eight hours (one third of his time) each day at his workplace and therefore, at least one third of his complaints would arise out of his employment. These could relate to the terms and conditions of employment or to interpersonal relations with other employees, including sexual harassment. If these grievances are not resolved equitably and to the satisfaction of the employee, the grievance may fester into a dispute which eventually may have to be referred to a third party for settlement.

**Duration**  
**2 Days**

**SSTC Member**  
**RM 742.00**

**Non SSTC Member**  
**RM 795.00**

**FSI's Member**  
**RM 768.50**

**Fee is inclusive of  
refreshment, lunch,  
course materials and  
certificate of attendance**

**\*Rate inclusive of 6% GST**

## COURSE CONTENTS

1. The Nature of Grievances
2. The Symptoms of Grievances
3. The Causes of Grievances
4. Identifying Grievances
5. Avoiding the Creation of a Hostile Work Environment
6. Government Intervention in Grievances
7. Systems for Grievances Handling
8. Sexual Harassment
9. Effects of Non-Resolution of Grievances

## WHO SHOULD ATTEND

Directors and Senior Executives, Managers and Team Leaders, Head of Department, Operation Manager, Line Manager, Human Resource/Administration Executive/Manager, Business Owner and Entrepreneurs and IR Executive/Officer.

## RESOURCE PERSON

**David Kanagaraj** had served the Labour Department and Industrial Relations Department for about 29 years before leaving at the end of 1995. He then served as the Human Resource and Administration Manager of a medium-sized company for about 9 months, before moving into full-time consultancy and training. He is considered a leading expert on labour legislation, especially the Employment Act, the Industrial Relations Act, Trade Unions Act, Employees Provident Fund Act, Employees Social Security Act and the practices relating to employee relations. He is further very conversant with the decisions of the Courts on all matters relating to employee relations and labour legislation. Since 1980, he has been involved in training and a course leader for the Malaysian Institute of Personnel Management. He was also The Director for the Diploma in Industrial Relations conducted by MIPM. He has also a course leader for the Diploma in Human Resource Management conducted jointly by the University of Malaya and the Malaysian Association of Productivity. He is, himself, a certified Trainer by Pembangunan Sumber Manusia Berhad (Certificate No. TTT/0097). He holds a Ph.D in Human Resource Management specialising in industrial relations and the laws relating to dismissals. He has conducted several courses on labour laws and employee relations for various institutions and organizations and had also been a training officer for the Labour Department and Industrial Relations Department. He is an accomplished speaker and his programmes have always produced highly positive response. Advising companies on handling cases at the Industrial Relations Dept and the Industrial Court and representing employers in the Labour Court.

### Sabah Skills & Technology Centre

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