

GRIEVANCE MANAGEMENT:

Building a Fair, Transparent & Responsive Workplace



MALAYSIA HR FORUM ACADEMY,
MENARA PKNS PETALING JAYA

RM 2,600



100% HRDC Claimable

Module Overview

This program equips HR, managers, and team leaders with frameworks, tools, and confidence to handle employee grievances and stakeholder complaints effectively. It also focuses on establishing clear grievance channels and communication processes internally and externally to build trust and integrity in the organisation.

Learning objectives

1. By the end of this course, participants will be able to:
2. Explain the concept and importance of grievance management in maintaining industrial harmony.
3. Identify common sources of employee grievances and complaints.
4. Apply a structured grievance handling process in line with best practices and employment laws.
5. Develop internal and external grievance reporting channels that are transparent and confidential.
6. Design communication flow and escalation procedures for feedback and concerns.
7. Handle grievance cases with fairness, empathy, and professionalism.

Targeted Participants

- Top Management
 - Middle Managers
 - Managers and professionals who are responsible for HR activities
 - Non-HR professionals who are responsible for HR activities
- professionalism.

Method of Training

A combination of various learning methodologies including lectures, group discussion, case study, group presentation and project discussion.

Training Assessment

Pre and Post training assessments will be conducted to ensure the transfer of learning to participants.

Pre-Requisite

Minimum understanding of Employment Act
Minimum understanding Industrial Relations Act

Contents Day 1 | 9 am – 5 pm

Module 1: Icebreaker & Course Introduction

Build rapport and clarify course goals

Module 2: Understanding Grievances & Complaints

Define “grievance”, “complaint”, and “concern”; differentiate between personal vs. collective issues

Module 3: Causes & Impact of Unresolved Grievances

Identify root causes (policy gaps, poor communication, favoritism, unclear procedures) and consequences

Module 4: Legal Framework & Company Policy

Understand grievance handling under Malaysian Employment Law, IR Act, and HR best practices

Module 5: Designing the Grievance Process

Learn step-by-step grievance procedures – acknowledgment, investigation, resolution & appeal

Contents Day 2 | 9 am – 5 pm

Module 6: Building a Grievance Handling Team

Identify roles of HR, supervisors, committees, and external parties

Module 7: Communication & Feedback Channels

Design transparent channels for employees and external stakeholders to voice concerns

Module 8: Handling Difficult or Sensitive Grievances

Apply emotional intelligence, neutrality, and confidentiality in grievance interviews

Module 9: Reporting, Documentation & Closure

Learn to record, track, and close grievances professionally with follow-up

Module 10: Action Planning & Course Review

Develop an organisational grievance improvement plan