

PERFORMANCE MANAGEMENT & MANAGING UNDERPERFORMANCE



21 Sept – 22 Sept 2026



9.00 AM – 1.00 PM

Equips leaders with tools for setting KPIs, documenting performance gaps, conducting PIPs, and aligning performance conversations with legal standards.



**CASSANDRA
PETER**

Consultant,
E2 Workforce Consulting

TRAINING FEE

RETAINER CLIENT

RM 1499 PER PAX
Excluding 8% SST

NORMAL RATES

RM 1599 PER PAX
Excluding 8% SST



**FOR MORE INFORMATION
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REGISTER NOW

PROGRAM DETAILS

Day 1

Registration

8.30am – 9.00am

Module 1: Introduction to the Laws

- Introduction to the laws in Malaysia
- Application of the Employment Act, Industrial Relation Act and all other related legislations in Malaysia.

9.00am – 9.30am

Module 2: The Importance of Right Communication

- Common misconceptions on the role of People Leaders relating to HR/IR
- The key responsibilities for People Leaders in relations to Malaysia Labour Law and from a HR/IR perspective.
- The importance of right communication in relation to Malaysia Labour Law
- Moving away from a legalistic approach to a fairness based approach
- The law's requirements for documentation (burden of proof) in relation to communication.

9.30am – 10.30am



MORNING BREAK

10.30am – 10.45am

Module 3: Performance, Culture & Engagement

- Blessingwhite's X Model of Employee Engagement
- Understanding top performers and the effect of their movements
- Activity: Identify current landscape- rating current team members
- Determine engagement deterrents and actions that can be taken

10.45am – 11.45am

Module 4: Getting the Foundations Right

- Exploring the function and importance of the job description, employment contracts, KPI's, appraisals, counselling forms, etc

11.45am – 12.00pm

Module 5: Common Pitfalls in Managing Performance

- Overview of Common Pitfalls
- Comparison of vague goal setting v SMART goals
- Feedback avoidance by managers and the danger of delayed feedback
- Inconsistent documentation & Tracking
- Activity: Action Planning (Identifying Common Pitfalls and Commitment to strategy)

12.00pm – 1.00pm

Day 1

Day 2

Module 6: Handling Tough Conversations

- Preparing yourself for a tough conversation - performance related
- Mitigate against legal implications on threats, false imprisonment through setting of conversation.
- Dealing with recordings/secret recordings
- Positioning conversation through context setting and handling emotions.

9.00am – 10.30am



MORNING BREAK

10.30am – 10.45am

Module 7: Managing Your Staff Performance, Effective Conversations

- How to manage situations involving probationers that are underperforming.
- How to manage employees who are underperforming
- The responsibilities of managers in identifying and managing poor performance
- Activity : Identifying performance gaps and providing constructive feedback through conversations and documentation.
- Strategies to handle performance related discussions - handling pushbacks, disagreements, emotions, etc
- Record Keeping of important conversations and documentation.

10.45am – 11.45am

Module 8: Performance Improvement Plan

- Case building narrative
- Capturing variable factors that might affect the case
- Preparation for Performance Improvement Plan
- Application of the SMART Principle
- Activity: Drafting a Performance Improvement Plan
- Activity: Communicating the Performance Improvement Plan

11.45am – 1.00pm

End of Training

TRAINER PROFILE



CASSANDRA PETER

*Consultant,
E2 Workforce Consulting*

Cassandra Peter is a consultant with a solid foundation in law, bringing a wealth of legal expertise and practical insights to the Human Resources and Industrial Relations sectors. She holds a Bachelor of Laws (LLB) degree from the University of Aberystwyth and was admitted as an Advocate and Solicitor of the High Court of Malaya in 2020. Prior to transitioning into consultancy, she honed her skills as a Civil Litigation Lawyer, gaining extensive experience in complex legal areas including medical negligence, construction, employment, criminal law, divorce and child custody, company law and bankruptcy.

Her extensive legal background has sharpened Cassandra's analytical capabilities and solution-oriented approach- key skills that she now applies in the HR/IR domain. This experience uniquely positions her to offer businesses strategic guidance in navigating complex HR and industrial relations matters with precision and clarity.

As a consultant, Cassandra has worked with numerous multinational companies, assisting them in strategizing and executing complex retrenchment exercises, restructuring efforts, downsizing initiatives, and business closures. She has also supported companies with mutual separation schemes, performance management, and disciplinary procedures. Her deep understanding of employment legislation, industrial relations frameworks, and dispute resolution mechanisms enables her to craft tailored, actionable business strategies that address both legal and operational challenges.

Cassandra's expertise also encompasses training and knowledge-sharing, where she has the ability to break down legal terminology and concepts for a diverse range of professionals. She is passionate about empowering HR teams and business leaders with the knowledge they need to effectively manage legal and regulatory challenges.