

# PUBLIC TRAINING

## PERFORMANCE IMPROVEMENT PLAN (PIP): AN INCLUSIVE GUIDE



19 - 20 MAY 2026



ROYALE CHULAN DAMANSARA

### OVERVIEW

This interactive session is designed to provide participants with a comprehensive knowledge and practical skills in implementing employee performance improvement plans (PIP) in compliance with the Malaysian labour laws and practices. Participants will gain a thorough understanding of the legal framework, procedural requirements, and best practices for handling employee performance issues to ensure fair and lawful intervention process. Delivered over two full days, the session fosters a collaborative learning atmosphere with real-world Malaysian case examples. Participants will receive training materials, templates for PIP documentation, and a certificate of completion.

### LEARNING OUTCOMES

- Explain the legal provisions related to performance improvement plans and their application in poor performance cases.
- Outline the pre-PIP assessment process, including drafting feedback letters, performance reviews, and initial warnings.
- Demonstrate the roles of PIP participants (e.g., manager, employee, HR) and conduct a simulated review meeting adhering to fairness principles.
- Evaluate progress, render informed decisions, and recommend appropriate actions based on PIP outcomes.
- Prepare comprehensive PIP reports, handle extensions or terminations, and address post-PIP scenarios to comply with labour law standards.



#### METHOD

Interactive lectures, group discussions, legal references, scenario analysis, role-play, workshops & Q&A.



#### FOR WHOM

HR practitioners, line managers & supervisors, union representatives, and other stakeholders involved in PIPs.



#### DURATION

2-days Training

### REGISTRATION FEE

**RM2,600** NET/ PAX

**HRDC CLAIMABLE**



03-2382 0800 / 012-565 3364



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## COURSE OUTLINES

### DAY 1 : FOCUSES ON THE LEGAL FOUNDATION AND PREPARATION PRIOR TO PERFORMANCE IMPROVEMENT PLAN

#### Introduction

- Overview of agenda and expected learning outcomes.
- Emerging trends in Malaysian employment law landscape.
- Basic labor law knowledge and context.

#### Legal Framework of Performance Improvement Plan

- Evolution of PIP through Malaysian case law.
- Definition and purpose of performance improvement plan.
- Is PIP Mandatory or Recommended? Understanding the consequences.

#### Understanding Poor Performance Issues

- Concept of Performance Management in the Workplace.
- Types of performance issues (minor gaps vs chronic underperformance).
- Distinguishing poor performance from misconduct and negligence.

#### Pre-PIP Assessment Process

- Preliminary Assessments: Evidence, feedback, confidentiality, impartiality.
- Providing performance feedback: Key elements and timelines.
- Ensuring impartiality from the outset.

#### Roles and Responsibilities in PIP Process

- Key actors: Manager, HR representative, employee, and coaches.
- Rights of the employee (e.g., representation by union, development support, etc.)

**Questions &  
Queries met with  
Quality Solutions**

#### Contact Information



 +603-2382 0800 (Office)

 www.q3solutions.com.my

 19-2, Jalan PJU 5/9, Dataran Sunway, Kota Damansara, 47810 Petaling Jaya, Selangor

## COURSE OUTLINES

### DAY 2 : PRACTICAL APPLICATION IN THE PIP EXECUTION, REVIEW, AND BEYOND.

#### Principles of Fairness

- Core tenets: Right to respond and unbiased evaluation.
- Key elements of support: defined timeline, resources, feedback.
- Balancing employer expectations with employee capacity.

#### Conducting the PIP Review

- Structuring the Review: the ground rules, goal setting, progress check-ins.
- Managing the Process
- Evaluating progress and performance evidence.
- Maintaining fairness and handling challenges, disputes or lack of improvement.

#### Decision-Making and Communication

- PIP Final Report and Outcome.
- Guidelines for extensions, further development, conclusion, termination, etc.
- Communicating Decisions.

#### Post-PIP Procedures and Risk Mitigation

- Documentation Essentials: Minutes, reports, and record-keeping for audits.
- Appeal processes, outcome review, escalation.
- Common pitfalls and mitigation strategies.
- Industrial Court cases and decisions.
- Best practices: HR Policy Development, Performance Codes, Reviewer Training.

#### Closing

- Participant Q&A and scenario discussion.
- Summary of Learning Outcome.
- Review of Key Takeaways.

## TRAINER PROFILE

### Badrol-Izam Baharom

Senior HR Leader & Industrial Relations Specialist

Badrol Izam is a senior HR and Industrial Relations leader with 25+ years across oil & gas, manufacturing, and hospitality. He headed HR at MMHE Holdings (MISC Group) and was GM HR at Sapura Energy, after regional leadership roles at TechnipFMC. Seconded to PETRONAS for the RAPID project, he oversaw labour relations for 20,000+ site workers. His expertise spans HR business partnering, strategic policy, talent management, and trade union engagement. He holds a degree from Texas A&I University-Kingsville, a Talent Management certification from Penn State, and is a Certified Industrial Relations Manager (MIHRM). A committed coach and trainer, he has delivered programmes for PETRONAS, Technip University, and FMM, and lectures at MIHRM on Employment Law and Dispute Resolution.

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# REGISTRATION FORM

TRAINING : Performance Improvement Plan (PIP): An Inclusive Guide

## COMPANY DETAILS & CONTACT PERSON

Organization :

Date :

Type of Business :

Office No. :

Address :

Contact Person :

Designation :

Contact No. :

E-Mail :

HRD Corp Registered Employer

:

Yes

No

## REGISTRATION

Name :

Designation :

Email :

Mobile No. :

(Please provide separate list for more than 3 persons)

\* NOTE : Please email this form to [enquiry@q3solutions.com.my](mailto:enquiry@q3solutions.com.my) or you can WhatsApp the registration form to us at +012-565 3364

## PAYMENT / TERMS & CONDITION

- Kindly make payment to our account number as stated, payable to **Q3 Management Solutions Sdn Bhd.**
- Please email or WhatsApp us the payment proof and complete registration form.
- In the event of cancellation less than 14 days before the training, the client shall pay 30% of the total programme fee to Q3 Management Solutions Sdn. Bhd. as a penalty. Written notice of cancellation must be provided.
- If there are insufficient in the client's HRDC account, the client shall remit the full programme fee directly to Q3 Management Solutions Sdn. Bhd.
- In the event of a no show on the training date:
  - The client shall remit the full programme fee to Q3 Management Solutions Sdn. Bhd OR
  - For the Certified Sustainability Professional (CSP) Programme only, the client may nominate a replacement participant for the next available session.

Maybank Acc. Number: 5627-6841-5995

Payable to:

**Q3 MANAGEMENT SOLUTIONS SDN BHD**

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**SBL KHAS SCHEME**  
(HRD CORP REGISTERED EMPLOYERS)

- Please apply HRD CORP grant through e-TRIS portal under SBL-KHAS scheme
- Please find our MyCoID 1203344U at e-TRIS portal.
- Kindly email or WhatsApp us the grant approval at least 5 days prior to the training.