



Managing Discipline & Grievance



Overview

The legalities in relation to the specifics of how to conduct discipline & grievance interviews are a minefield in themselves. This one day course looks at the importance of getting it right first time and helps delegates to combat one of the areas that a vast percentage of managers at all levels find difficult to manage.

Target Group

This course is aimed at managers and senior staff who have the responsibility of handling discipline & grievance matters within the workplace.

Objectives

By the end of this course, delegates will be able to;

- ✗ Understand the importance of following consistent processes & procedures
- ✗ Adopt the correct & appropriate approaches
- ✗ Conduct fair & objective investigations & hearings relating to discipline & grievance issues
- ✗ Deal with difficult & challenging situations effectively
- ✗ Reduce the risk of problems / issues escalating

Course Content

Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.)

- ✗ Legal implications associated with discipline & grievance
- ✗ Roles & responsibilities of management & HR
- ✗ Understanding when external support may be required
- ✗ Deciding on appropriate action for varying situations
- ✗ Best practice policies & procedures
- ✗ The importance of confidentiality
- ✗ Gathering & evaluating information
- ✗ Identifying development needs
- ✗ Removing personal bias
- ✗ Documenting the process
- ✗ Effective methods of dealing with dismissal

Outcomes

Each delegate will receive individual developmental feedback and may be asked to complete a personal action plan to identify key changes to implement and skills to practice.