

Managing Discipline & Grievances



Workshop Content:

This one day Managing Discipline & Grievances skills workshop will review the following:

- **Unfair and potentially fair reasons for dismissal**
- **Handling discipline and grievances – an overview**
- **Resolving disciplinary issues informally**
- **The disciplinary policy and procedure**
- **Conducting an investigation**
- **Holding a disciplinary meeting**
- **Gathering evidence for tribunal**
- **What is a grievance?**
- **The grievance policy and procedure**
- **Dealing with formal grievances**
- **The key skills used**
- **Handling example scenarios**

The workshop is designed for active participation with breakout exercises and role play scenarios. All attendees are encouraged to fully participate and contribute to the activities undertaken.

Duration: One Day

Introduction:

The importance of handling disciplinary and grievance situations well cannot be underestimated. Having fair and transparent policies and procedures are key to establishing informal and formal ways of dealing with disciplinary or grievance concerns in a consistent manner. The impact of not dealing appropriately with disciplinary and grievance matters can be wide ranging and include: poor morale, staff turnover, employment tribunal cases, and potential litigation for unfair, wrongful or constructive dismissal. Mistakes can be costly – both financially and to a company's reputation.

Course Aim:

By the end of the workshop you will know how to create and implement disciplinary and grievance procedures, handle disciplinary and grievance situations both informally and formally, understand the importance of note-taking and record keeping, and the unfair and potentially fair reasons for dismissal. You will complete various scenarios to practice your skills and understanding, and receive a number of template letters, forms and checklists as well as example disciplinary and grievance policies and procedures reflecting best practice to assist you in managing disciplinary and grievance situations.

Training Suitable For:

This one day course is a **must** for Supervisors / Team Leaders / Managers with responsibility for managing the performance of others who need to know how to handle disciplinary and grievance issues at work. The course is also suitable for HR personnel who are involved in creating disciplinary and grievance policies and procedures, handling disciplinary and grievance situations and providing guidance and coaching to others.

Learning Objectives:

- To identify unfair and potentially fair reasons for dismissal
- To understand the key elements that should be contained in disciplinary and grievance procedures
- To understand the 'informal' and 'formal' ways of handling disciplinary and grievance situations
- To understand the importance of note-taking and record keeping in managing discipline and grievances

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