



## Managing Discipline & Grievance within the Workplace

### Course Objectives:

This practical workshop will give delegates the opportunity to enhance existing skills and learn new practices to ensure effective handling of discipline and grievance situations. It also covers current legislation and principles of good practice to maintain good employee relations throughout.

### Who Should Attend?

Line Managers involved in the management of discipline and grievance issues in the workplace.

### Course Content:

Topics covered in this course include:

- Law policies, procedures and best practice
- Employee and employers rights
- The role of ACAS
- Research, investigation and planning
- Interview preparation and understanding objectives
- The interview
- Learning from experience – existing/past interviews
- Key interpersonal skills
- Why, when and how to review progress
- Understanding the role of mediation and conciliation

On successful completion of the course delegates will receive a Certificate of Attendance.

**Duration:** 1 day

