

## HR Development

**Course Title:** **Managing Discipline & Grievance within the Workplace**

**Course Overview:** 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 within the workplace. 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.

**Content:** Topics covered are:

- 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
- Further action
- Personal action plan

By the end of the workshop delegates will have:

- Reviewed the key elements of the law surrounding discipline and grievance
- Understood the reasons for complying with the law
- Reviewed their current interviewing procedures
- Understood the objectives of a discipline or grievance interview
- Formulated the structure for an effective interview
- Practised interviewing skills
- An appreciation of the role of mediation and conciliation
- Developed a personal action plan

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

**Duration:** 1 Day