



Effective Disciplinary and Grievance Procedures

Understanding People

Understanding Business Management

Understanding Communication

Understanding IT

“Thanks for you help in getting our appraisal system off the ground”

Paul King
Eastbury Hotel

Developing your people to enable them to give of their best

Duration: 1 day or half day

Who is it for?

Managers and team leaders who during their employment have the need to carry out disciplinary and grievances hearings.

Objective

This course will give managers the ability to carry out objective investigations and deal with improper conduct. It will also give them the knowledge to be able to confidently hear grievances and appeals.

Learning Outcomes

At the conclusion of the course, participants will be able to:

- Understand the legal requirements when conducting disciplinary meetings.
- Record accurate minutes for legal purposes.
- Prepare questions and plan the interview.
- Deal with representatives including TU reps
- Handle difficult situations during hearings.
- Conclude hearings and deliver verdicts.
- Handle grievances and adjudicate an appeal hearing
- Address poor attendance outside of the disciplinary process.

Course outline

Participants will consider the following topics:

- Why we have disciplinary rules
- The essential features of a disciplinary policy
- Gathering the information
- What constitutes gross misconduct
- Investigating facts
- TU and fellow worker responsibility
- Internal Dispute Resolution
- Questioning and listening skills
- Planning and conducting a structured, participative discussion
- Reviewing current compared to previous performance
- Stages of disciplinary and summary effects
- Dealing with conflict during hearings
- When to stop process and hand it over to higher authority
- How to deliver the decision