

Managing Grievances and Discipline in the Workplace



Maximum Participants: 16

Duration: One Day

Timings: 09:30 – 16:30

Mike Phillips Training

Releasing potential through learning and development

Suitable for

All managers and team leaders who need to deal with grievances and discipline in the workplace who wish to understand good practice and the issues involved in this complex area.

Aim

To enable managers to address issues of grievance and discipline more effectively and in line with good practice and legal requirements. You will become more familiar with your organisation's Grievance and Discipline procedures.

Learning Outcomes

By the end of the course, you will be able to:

- Identify your concerns and fears about dealing with grievance and disciplinary issues
- Define the meaning of a 'grievance' and 'discipline' in the workplace
- Distinguish between misconduct and Gross Misconduct
- Describe why grievance and disciplinary procedures are needed
- Be aware of the main legislation and how this fits with your organisation's Grievance and Disciplinary procedures
- Outline the Disciplinary Process
- Implement your organisation's Grievance and Disciplinary procedures

You will also leave the course with:

- A sense of achievement
- A Personal Action Plan to take your learning further
- A toolkit of techniques and practical ideas for releasing your potential

Training Style

All courses are interactive, using diverse participatory, 'brain-friendly' training methods including: exercises; games/quizzes; handouts and workbook; small/large group discussion; skills practice and trainer input.

All courses are accompanied by a **Welcome Pack** (including some essential pre-course activities to prepare for learning) and a **'Bonus Pack'** after the training with additional tools, and follow-up activities to support transfer of learning to the workplace. (*email required)

Other Courses to consider (Visit my website for details of these and other courses)

- Coaching Skills for Managers
- Dealing with Difficult Behaviour in the Workplace
- Diversity: Managing Diversity in the Workplace
- Employment Practice
- Internal Communication – Don't hear it on the Grapevine
- Leadership to Empower and Inspire (2 Days)
- Managing Change
- Managing Staff Absence
- Managing Staff for Peak Performance
- NLP in the Workplace (2 Days)
- Resolving Differences and Conflict
- Supervision and Support – The Next Level (2 Days)



"This course has given me self-confidence and a framework for dealing with these difficult issues in the future."

Mike's style of training made what could have been a dull and dry topic fun and engaging.

Well planned course, professional and flexible approach"

Course Participant

MIND in Harrow



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