



## Course Outline

# Managing Grievances and Discipline in the Workplace

Minimum and Maximum Learners: 06-16      Duration: One Day      Timings: 10:00 – 16:30

### Suitable for

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

### Aim

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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

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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.
- ☑ **Explain** the main legislation and how these fit with your organisation's Grievance and Disciplinary procedures.
- ☑ **Outline** the Disciplinary Process.
- ☑ **Use** your organisation's Grievance and Disciplinary procedures.

## Benefits of Attending

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- ✔ Feel confident and ready to put your learning into practice.
- ✔ Take away a practical toolkit with proven techniques and ideas you can use straight away.
- ✔ Create a Personal Action Plan to apply your learning in your workplace.

## Training Style

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This course is highly interactive and uses engaging, 'brain-friendly' methods such as exercises, quizzes, group discussions, skills practice, storytelling and practical tools to support real-world application.

You'll receive a **Welcome Pack** with pre-course activities, a **Learner Workbook** during training, an **E-Book** on this topic and a **Bonus Pack** afterwards with extra tools and follow-up activities to help you put learning into practice. (\*email required)

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

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- ➔ Advanced Communication: Using the Principles of Neuro Linguistic Programming - NLP Techniques (2 Days)
- ➔ Appraisal and Performance Management Skills for Managers
- ➔ Coaching Skills for Managers
- ➔ Dealing with Difficult Behaviour and Situations in the Workplace
- ➔ Effective Recruitment and Selection
- ➔ Employment Practice for Non-HR Staff
- ➔ Internal Communication – Don't hear it on the Grapevine
- ➔ Leadership Skills to Empower and Inspire (3 Days)
- ➔ Managing Absence and Presenteeism in the Workplace
- ➔ Managing Change
- ➔ Managing Workplace Bullying
- ➔ Motivating Staff for Peak Performance
- ➔ Resolving Differences and Conflict
- ➔ Support and Supervision II: Taking Your Supervision to the Next Level (2 Days)
- ➔ Teambuilding – Getting Everyone to Pull in the Same Direction
- ➔ Time Management II: In-depth Tools and Skills for Effectiveness and Efficiency (2 Days)

