



## Managers Guide to Grievance and Disciplinary

### Disciplinary section

This normally covers the importance of having disciplinary procedures for both employer and employee, what they deal with, what happens if they are not followed, potential claims arising such as unfair dismissal, etc, what the procedure entails, avoiding common traps and pitfalls, the link with other company policies, etc.

Included is a role play involving a disciplinary hearing. The attendees break up into groups of 3 - each plays a role, either the employee accused, the investigating manager or the chair. Each receives a script and objectives that the others don't see together with a few tricky issues to deal with. They prepare then act out the scenario of a disciplinary hearing - this often receives very good feedback from delegates. It's a good opportunity for the attendees to have a go at a disciplinary hearing and for those who have done them before it's a good opportunity to play the role of the employee accused and see it from that perspective.

### Grievance section

This normally covers what a grievance is, how to spot them, how to deal with them, the link with other policies such as Bullying and Harassment policies, etc. and again common traps and pitfalls to avoid. Normally a case study is used to work on for this section but alternatively a role play can easily be developed.

Exact content to be agreed in advance with client to ensure it is tailored to that organisation's requirements. For example, why the course is required, what the client wants to achieve and what the key messages are to be delivered as part of the course.

Course duration: ½ day course lasting 3 hours

**Maximum number of delegates: 15**

**Cost: 1 unit**

To register please email our Training Co-ordinator on [registrations@thelearningcollaboration.com](mailto:registrations@thelearningcollaboration.com)