



## **DISCIPLINE AND GRIEVANCE IN THE WORKPLACE**

**This course is for managers and provides the information and skills required to handle workplace disciplinary situations and grievances with confidence.**

**Delegates are introduced to well-proven processes, techniques and tips that will help them to manage discipline and grievance matters in a cool, calm and professional manner.**

### **Aims -**

- To describe how to handle disciplinary situations and workplace grievances so that Managers apply a fair and consistent approach that is productive and complies with legislation.

### **Objectives -**

- To demonstrate an awareness of the legal implications and HR processes involved in facilitating disciplinaries and handling grievances
- To conduct interviews and handle staff in a manner that will ensure successful resolutions
- To use effective questioning and listening skills.
- To be able to set standards and targets going forward to avoid taking further action

### **Content -**

- What is your Company's procedure and policy?
- The legal implications, e.g. data protection and equal opportunities
- Preparing and planning for interviews
- Handling emotions and sticking to facts
- Using listening and questioning techniques
- Keeping interviews on time and on track
- Closing interviews and making fair decisions, including appropriate sanctions
- Keeping records
- Statutory requirements and help from ACAS
- Practical application of skills
- Questions and answers session

### **Workshop ethos and comfort factors** ☺

- The session will start and finish on time with the appropriate comfort breaks.
- Delegates should wear comfortable casual attire.
- All delegates should come prepared to take part in the activities and be assured that their contribution will be valued.
- Refreshments will be provided.

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