

Managing Disciplinary & Grievances

2 Day Workshop

This interactive two day workshop will enable supervisors, team leaders and managers to understand the rules and procedures to follow when handling both disciplinary matters and employee grievances. It gives delegates clear guidance on relevant employment law, whilst offering them practical advice on what to do when faced with a disciplinary and grievance issues and how they should prepare for, and conduct a hearing and the subsequent process.

This is a practical, interactive workshop providing managers with a safe and confidential forum to discuss, role-play and develop skills and confidence when handling these sensitive matters. By the end of this session delegates will know how to operate policies and procedures which are fair, effective and easy to understand and see the benefits of good practice within their workplace.

Course Outline

Relevant legislation and what the law requires:

- Direct and impacting legislation
- ACAS Code of Conduc
- The role and influence of ACAS

Disciplinary policies and procedures:

- Purpose and essential features
- Looking at a disciplinary procedure
- Levels of disciplinary action and timescales
- Misconduct and Gross Misconduct

Conducting disciplinary hearings:

- Choosing and preparing the venue
- Opening
- Taking notes and records
- Natural justice acting 'fairly' and 'reasonably'
- Appropriate behaviours and communication
- Dealing with emotions and difficult situations
- The role of the representative
- Confidentiality
- Use of adjournments
- Handling dismissals
- Closing the hearing

Preparing for disciplinary hearings:

- Conducting investigations
- Obtaining witness statements
- Things to consider
- Preparing the cases and strategy

Employee rights in disciplinary situations:

- Right to be accompanied
- Adequate notice
- Right to appeal



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Communicating the decision and any other follow-up action

Grievance policies and procedures:

- Purpose and essential features
- Looking at a grievance procedure
- Stages of a procedure/ levels of authority
- Sources of support
- Timescales for resolving complaints
- Potential outcomes of a grievance

Conducting grievance hearings:

- Choosing and preparing the venue
- Opening
- Taking notes and records
- Dealing with emotions and difficult situations
- The role of the representative
- Confidentiality
- Use of adjournments
- Closing the hearing
- Sensitive handling, appropriate behaviours and communication

Employee rights in grievance situations:

- Right to be accompanied
- Right to receive a written response
- Right to progress to next stage
- Adequate notice

Follow-up action

- Conducting investigations
- Obtaining witness statements
- Communicating the decision and next stages

Case Studies and role-plays

- Real-life grievance situations within your organisation

NOTE: For in-house courses, we can incorporate your own policies and procedures and case studies into the training, to make it even more relevant to your employees.