

Managing Discipline & Grievance & Conflict Resolution

This seminar aims to provide owners, managers and supervisors with a practical understanding of how to effectively develop and implement discipline and grievance procedures in the workplace. The seminar looks at the legislative requirements in these areas, looks at case studies and focuses on the practical application of policies and procedures in the workplace. It explores the practical skills to manage performance and conduct meetings relating to discipline and grievance, to manage conflict and achieve resolution.

Learning Outcomes:

- **The Legislative Framework**
 - Overview of the Unfair Dismissals Acts, Codes of Practice
 - The principles of due process and natural justice
 - Discussion of best practice disciplinary policy and procedure
 - Case Studies

- **Absence Management**
 - How to identify and address long-term or unacceptable levels of genuine sick leave
 - The requirement to provide reasonable accommodation

- **Managing Performance**
 - The performance management link
 - Dealing with issues and providing feedback early to avoid escalation, versus invoking disciplinary procedures

- **Managing Grievances**
 - Purpose of a grievance policy and procedure
 - Examples of workplace grievances and how to deal with them

- **Running a Disciplinary Meeting**
 - Preparation, planning and conducting a disciplinary meeting
 - Skills practice
 - The requirements for record keeping and note taking

Programme Facilitator: Qdos



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