

Managing Discipline and Grievance Issues

Learning Objectives

By the end of the day you will understand and know:

- how the organisation's Disciplinary and Grievance procedures work;
- the legal basis to taking formal action;
- when it is appropriate to instigate disciplinary action;
- how to ensure staff are treated fairly and reasonably;
- how to manage and set about improving work performance using formal procedures;
- how to avoid unfair dismissal claims;
- how to create and maintain an employee relations environment that minimises the need for use of the Disciplinary or Grievance Procedure.

Course Programme

0915	Assemble and Coffee
0930	Introductions and course objectives
	Discipline - Legal background Disciplinary Procedure matters Roles and responsibilities
	Case studies
	Lunch
	Grievance - Legal background Grievance Procedure matters Roles and responsibilities
	Case studies
	Appeal Hearings and Employment Tribunals Risk Management - preventing formal action Maintaining a healthy employee relations environment Course review and action plans
1630	Evaluation and close