

Employee Relations: Grievance and Disciplinary

Duration: 2 days

The Employment Act 2002 came into force in April 2003 bringing extensive changes to employment law, including making the provision of grievance and disciplinary procedures a requirement for all employers.

The judiciary system currently puts a high emphasis on the use of grievance and disciplinary procedures and the principles of natural justice in determining employee relations. As well as providing knowledge, this course is also suitable for those who want to develop their skills in grievance and disciplinary hearings.

Who should attend this course?

This course is suitable for individuals who are responsible for conducting a grievance and disciplinary hearing, and those who need to include these procedures into their policy framework to meet legal requirements.

Course Objectives

Upon completion of this course participants will be able to:

- Identify the different uses of a grievance and disciplinary procedure
- List the principles of natural justice
- Plan a disciplinary or grievance hearing
- Summarise and record notes of a meeting
- Follow a step by step procedure for conducting grievance and disciplinary hearings
- Use a range of listening and questioning techniques to extract relevant information
- Take all reasonable steps to avoid unfair dismissal claims arising from improper procedures

Optional: Use of professional actors for role plays and practical activities

Course Outline

Definitions of a grievance and a disciplinary

- The key purposes of a grievance and a disciplinary procedure
- Reference to Codes of Practice
- The principles of natural justice

Skills Development

- Communication skills (verbal, written and non-verbal)
- Planning and preparation – a checklist for guidance
- Questioning techniques – open/closed; funnelling; probing
- Active listening skills
- Note taking – know your own style

Case Studies in Unfair Dismissal

- Tribunal decisions on not following proper procedures
- Fair and unfair dismissal

Learning Methods

- A variety of learning methods to facilitate skill development
- Case studies using process tools
- Trainer input on legislation procedures and checklists
- Lecture/tutor input on legal requirements