Most managers' hate taking disciplinary action, it is stressful and difficult for all concerned and many managers are concerned about getting it wrong. Management of discipline and grievance involves using a number of different skills and processes and this training course gives participants an opportunity to understand these skills and process and to gain confidence in this difficult area. This course gives proper regard to best practice in organisational policy and procedures but its main focus is the development of managers' personal skills and the opportunity to gain an experiential experience.

Who should participate on this course:

Managers, staff and board members who are responsible for investigating or hearing disciplinary or grievance cases. Please note that this is an intermediate level course that assumes knowledge of basic communications skills, and the format of a standard disciplinary and grievance process.

Course Aim:

To provide managers, relevant staff and board members with the opportunity to reflect and develop skills and experience for undertaking disciplinary and grievance actions in their workplace.

At the end of this course you will:

- Understand the proper use of the disciplinary and grievance process.
- Be able to carry out the investigation stage of the disciplinary and grievance process with confidence.
- Have practised organising and presenting information to an assessment panel.
- Feel confident to assess information and determine the best course of action to resolve a disciplinary and grievance issue.
- Be able ensure that organisations are not vulnerable to accusations of incorrectly or unfairly applying the disciplinary or grievance process.
- Be able to better ensure that the disciplinary and grievance process is fair, consistent and transparent.
- Know how to seek the appropriate help and support they need to conduct the disciplinary and grievance process.