

GRIEVANCE WORKSHOP FULL DAY

COURSE OVERVIEW

Even the fairest, most compliant and pleasant workplaces experience grievance issues.

Grievances can be costly, time consuming and emotionally draining for all parties involved so having managers that are fully equipped with dealing with grievance issues can make this potentially difficult time a much smoother and fairer process. From informal level through to appeal it is important that managers are confident in carrying out investigations and handling the more sensitive grievances such as bullying and harassment.

CONTENT

- Vital Statistics! The true cost of getting it wrong
- Recognising the difference between informal and formal grievance situations
- Handling informal grievances
- The formal process
- Conducting a grievance hearing
- The right to be accompanied
- The Investigation (including interviewing techniques)
- Identifying resolutions – Moving forward positively
- Delivering your findings and written outcome
- Link to disciplinary
- The appeals process.



COSTS

Per Group*: £1,000 + VAT

Per Person: £175. + VAT

*Maximum 10 delegates per group.

**20% discount applied if
Core HR subscriber.**

Training available at your premises or off-site at our unique training suite