

## MANAGING DISCIPLINE, DISMISSALS AND GRIEVANCES COURSE OUTLINE: 1 DAY

**This course is for all people managers**

<b>OBJECTIVES</b>	
<ol style="list-style-type: none"> <li>1. Understand the law relating to discipline &amp; grievances</li> <li>2. Employment Tribunals – where do employers go wrong?</li> <li>3. Learn and practice skills to effectively handle disciplinary/appeal meetings and dismissals</li> <li>4. Identify the skills needed to handle sensitive grievances</li> </ol>	
<b>CONTENT</b>	
<p><b>SESSION 1: Introduction</b></p> <ul style="list-style-type: none"> <li>▪ Introductions</li> <li>▪ Course objectives</li> <li>▪ Housekeeping</li> <li>▪ Overview</li> </ul>	<p><b>SESSION 4: Disciplinary Procedures/Dismissals</b></p> <ul style="list-style-type: none"> <li>▪ Statutory procedures</li> <li>▪ Role of companions / union officials</li> <li>▪ Minor v Gross Misconduct</li> <li>▪ Dismissal</li> <li>▪ Appeal procedure</li> <li>▪ Case Study</li> </ul>
<p><b>SESSION 2: Legal Issues</b></p> <ul style="list-style-type: none"> <li>▪ Unfair &amp; fair dismissals: Employment Rights Act</li> <li>▪ Statutory grievance and dismissal procedures</li> <li>▪ BHS v Burchell – the fairness test</li> <li>▪ ACAS code of practice</li> </ul>	<p><b>SESSION 5: Meeting Skills</b></p> <ul style="list-style-type: none"> <li>▪ Handling investigations</li> <li>▪ Investigatory meetings</li> <li>▪ Conducting the disciplinary meeting</li> <li>▪ Reaching your decision</li> <li>▪ Skill practice*</li> </ul>
<p><b>SESSION 3: Grievances</b></p> <ul style="list-style-type: none"> <li>▪ When is a grievance not a grievance?</li> <li>▪ Procedures</li> <li>▪ Consequences of getting it wrong</li> <li>▪ Resignations</li> <li>▪ Grievances raised during disciplinary proceedings</li> <li>▪ Handling sensitive complaints (e.g. sexual harassment/bullying)</li> <li>▪ Case Study*</li> </ul>	<p><b>SESSION 6: Summary &amp; Close</b></p> <ul style="list-style-type: none"> <li>▪ Summary</li> <li>▪ Questions</li> <li>▪ Evaluation Sheets</li> <li>▪ Close &amp; Depart</li> </ul>

**TO BOOK A PLACE ON THIS COURSE OR FOR FURTHER INFORMATION, PLEASE CALL THE HJS PEOPLE TEAM ON 02380 234222.**