

Workshops Half day

# HUMAN RESOURCES (HR): DEALING WITH GRIEVANCE MATTERS

## Overview of the course

This half day session will focus on exploring the overall policy framework for managing grievance issues at work. This includes an understanding what constitutes an informal and a formal grievance. The session will also look at how to investigate grievance issues, including exploring potential resolutions and outcomes.

The session will be based in interactive group work using a facilitative coaching style. There will be case studies and scenarios, and exercises will be participative and involve working in small groups.

## Who is it for?

Managers and Senior Managers involved in any aspect of dealing with, investigating and responding to grievance matters from employees.

## What will you learn?

You will come away from this session with a clearer understanding of what constitutes a formal grievance and how to respond when a grievance matter is raised with you. You will also learn about the potential outcomes and resolutions and how to explore and consider these as part of responding to the grievance matter.

## Course Content

- Acas Code of Practice - A framework for dealing with Grievance issues
- When is it a formal grievance?
- Investigating a grievance complaint
- Considering potential outcomes and resolutions
- Managing the Hearing, notes and record keeping

## COURSES

This course is also available in house.

## BENEFITS OF THE COURSE

*By the end of the session you will feel.....*

.....that you understand what constitutes a formal grievance and how to respond and that you understand how the overall grievance process works in order to reach an appropriate outcome.