

Duration

Half or 1 day

Suitable For

Anyone who has responsibility for managing People, or may be required to carry out investigations, take witness statements and/or chair a grievance hearing or appeal.

Objectives

By the end of the course delegates will :

- Have a basic understanding of the employment law relating to grievances.
- Understand their role as “Investigator” and “chairperson”.
- Be able to distinguish between fact and opinion.
- Have the knowledge and confidence to use effective questioning techniques to gain detailed information.
- Be able to actively listen and reflect back information to gain agreement.
- Understand the importance of accurate and clear note taking.
- Have gained the confidence and skill to recommend appropriate action based on their findings.
- Have put all the learning into practice in a mock hearing (full day programme only).
- Have had an enjoyable and interactive session!

Course Overview

The aim of the course is to give delegates an understanding of the legal principles surrounding grievances, to improve skills and techniques in handling investigation meetings and grievance hearings and provide an opportunity to practice those techniques in a safe environment.

The course will consist of:-

- A quiz to tease out what the delegates already know about grievance law and process.
- Facilitator input and practical exercises on distinguishing between fact, opinion and assumption, effective listening, questioning techniques and note taking.
- A mock grievance hearing (full day programme only).

After completing the training, delegates should be able to effectively undertake a grievance investigation, collect witness statements, chair a grievance hearing and decide on appropriate action.