

The Performance Group

The following brands are all trading names of The Performance Group Limited

Human Performance HR Performance Recruit Performance Retail Performance World Wide Web Performance Printing Performance

Human Performance

MSCC15 – Respond to poor performance in the team. There is an additional complimentary workshop - **Managing Discipline at Work** - which focuses on the disciplinary aspect of managing staff performance and which ideally should be delivered in conjunction with this workshop.

Welcome to Managing Grievance Procedures - a practical workshop from **Human Performance** which has been written to substantially meet the knowledge and understanding requirements of the **National Occupational Standards (NOS)** for the **Management Standards Centre** unit

Target Audience

- The **Managing Grievance Procedures** workshop is designed for anyone that has - or will have shortly - line management responsibility for other employees and will therefore need to manage workplace grievances ensuring that they adhere to the organisations grievance procedures, as well as the statutory three step grievance procedure. No previous qualifications or experience are required to gain access to this workshop.

Programme Overview

- The **Managing Grievance Procedures** workshop is a highly participative and practical workshop that will enable all delegates to develop their skills to **National Occupational Standards** in the unit "responding to poor performance in the team" and which will allow them to manage grievances to resolve issues and disputes that will otherwise affect team and organisational performance.
- Throughout the workshop individual review, reflection, practical exercises and group work are utilised to develop a clear understanding of the statutory requirements for dispute resolution. All delegates receive a detailed workshop manual and a back to work action plan designed to encourage use of the new knowledge to assist in developing competence.

Programme Aims

- This **Managing Grievance Procedures** workshop aims to develop each delegates understanding of the October 1st Dispute Resolution Regulations. They will learn how to use their organisations grievance procedures correctly, safely and legally to ensure that they do not unduly expose the company to an increased risk of an Employment Tribunal claim. The over-riding principle of the workshop will be focused on ensuring that grievances are aired - and where possible - resolved by line managers who are confident with using grievance procedures.

Programme Objectives

- Delegates will be introduced to the statutory 2004 Dispute Resolution Regulations that underpin dispute resolution, the purpose of having grievance procedures to assist the resolving of disputes and what constitutes a grievance under legislation. The programme will also cover exactly how to comply with the statutory three step procedure. Finally, delegates will learn how to prepare for and conduct a grievance hearing as well as what records must be kept.

Programme Structure

- The **Managing Grievance Procedures** workshop is made up of 3½ guided learning hours delivered across 1 x 3½ hour session.

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Certification

- All delegates that attend and complete all workshop sessions will receive a **Human Performance Certificate of Attendance** and **Unit Summary** to add to their continual professional development record.

Programme Content

- A detailed programme overview is provided at the end of this prospectus.

Delivery Methods

- Tutor facilitation and input
- Group activity and discussion
- Case studies and role play

Workshop Timings

- The workshop is delivered over a half day, either as a 9:00am to 12:30pm session or a 1:30pm to 5:00pm session. The programme will start promptly at the agreed time and each session will last for 50 minutes followed by a 10 minute break.

Workshop Numbers

- Maximum of 12 delegates

Support Material

- All delegates will receive a comprehensive workshop manual with quality session summary sheets covering each element of the **Managing Grievance Procedures** workshop to enable full utilisation of the learning's back in the workplace. As for all **Human Performance** workshops all delegates will be provided with **free** telephone support for as long as required following the workshop to assist them to manage grievance back in the workplace as they put the knowledge into practice to develop competence.

Programme Facilitator

- The **Managing Grievance Procedures** workshop is facilitated by **James Turner**. James is an exciting, creative and innovative facilitator of experiential learning with over 20 years experience of successful senior management responsibility. James has numerous teaching and training qualifications and is a qualified advanced facilitator of experiential learning.

Candidates with Special Learning Needs

- Prospective delegates with special learning needs (or clients with employees with special learning needs) are encouraged to contact **Human Performance** prior to enrolment on this workshop to discuss any additional help they may need to complete this workshop. **Human Performance** will endeavour to assist any delegate where it is practicable to do so.

Equal Opportunities & Valuing Diversity

- **Human Performance** recognises and values the diversity of all delegates (and potential delegates) and will actively promote the richness that this diversity engenders. **Human Performance** takes the commitment to equality of opportunity seriously and bases its relationships with clients and delegates on mutual trust, respect and the appreciation of individual differences. This means that discrimination or harassment, whether directly or indirectly, on the grounds of age, gender, marital or civil partnership status, gender reassignment status, race, colour, nationality, ethnic origin, nationality, national origin, disability, sexual orientation, religion or belief will be opposed.

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Equal Opportunities & Valuing Diversity continued...

- For avoidance of doubt, no delegate, (or prospective delegate), will be prevented from accessing a **Human Performance** facilitated learning programme - whether access to the programme is administered by a client or by **Human Performance** through its open courses - on the grounds of age, gender, marital or civil partnership status, gender reassignment status, race, colour, nationality, ethnic origin, nationality, national origin, disability, sexual orientation, religion or belief.
- By commissioning or attending a **Human Performance** workshop, clients and/or delegates agree to abide by our **Equal Opportunities & Valuing Diversity Policy** which is available in full from our website: <http://www.humanperformance.co.uk> (Click on "**EDI Approved Centre**" and then click on "**Policies & Procedures**").

Next Steps to Skills Development

All **Human Performance** workshops are designed to be stand alone skills development opportunities dealing with specific subject areas covered by **National Occupational Standards**. However, our workshops are also used by our clients to offer structured internal management development programmes, both to develop the current job skills of staff as well as develop key people for the organisations succession planning. The following workshops are natural progressions to the **Managing Grievance Procedures** workshop:

- **Managing Discipline at Work**
- **Becoming More Assertive – A Strategy for Improvement**
- **Negotiation Skills – Influencing and Persuading Others**
- **Techniques for Effective Problem Solving**
- **Delivering Quality Service – A Model for Continuous Improvement**
- **Recruitment & Selection Skills – Making the Right Choice**

For details about the above **Human Performance** workshops and any other developing skills workshops please visit our website at <http://www.humanperformance.co.uk> or alternatively please do not hesitate to contact us on **0845 880 2255**.

Detailed Overview for the Managing Grievance Procedures Workshop

Managing Grievance Procedures

- **Introduction to Grievance at Work**
- **Understanding What Constitutes a Grievance**
- **Why Have Formal Grievance Procedures?**
- **The Three-Step Statutory Procedure**
- **Preparation for the Grievance Hearing**
- **Conduct at the Grievance Hearing**
- **Keeping Records of the Grievance Hearing**

Please note: We are constantly evaluating and reviewing all our workshops to ensure that Human Performance continue to offer the very best learning opportunities for clients and delegates. As a result of these reviews we may amend workshop content to better assist delegates to achieve the workshop objectives and learning outcomes.

All workshop prospectuses will be updated periodically to reflect any changes to our modules and session plans but Human Performance reserves the right to substitute any modules and sessions detailed above which it believes will improve upon the objectives of the workshop whilst ensuring that workshops stay closely mapped to the relevant National Occupational Standards.