

Employee(s) meet with the supervisor to discuss a problem.

Supervisor listens to employees(s) & try to resolve the dispute together. If they are unable to resolve the dispute or the supervisor is unable to deal with it then the matter should be referred to the senior management.

Senior management listens to the employee's concerns & either resolves the dispute or refers the matter to a higher level of management.

The higher level assists with the resolution of the dispute.

Resolution: Problems are solved.

If resolved