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The Approachability Playbook: 3 Essential Habits for Thriving Leaders and Teams (Paperback)

By Phillip B Wilson

Labor Relations Institute, Incorporated, United States, 2016. Paperback. Condition: New. Language: English. Brand new Book. The discipline of grievance investigation enables the organization to identify behavior or practices that are either unlawful or unacceptable within and organization. The goal of this book is to help you learn how to conduct investigations based on principles of natural justice and applying protocol that is lawful, reasonable, accountable and fair. As a manager investigating grievances you must have the same three skills. This guide assists managers in developing and using the three skills. This book's focus is on investigating grievances, but its principles can be applied to all kinds of investigations. You can use the same skills and strategies to investigate a range of other issues including: conflict, management issues, EEO, discrimination harassment, bullying, or other unacceptable behavior. The purpose of the guide is to teach reader skills in planning, conducting, analyzing and documenting investigations. As a supervisor or manager you may have several important roles in the investigation of grievances. Although companies vary in the amount of responsibility supervisors or managers have in grievance handling, your role may include the following: - Answering and attempting to settle the initial complaint before a...



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