

Managing Grievances in the Workplace

Equip your managers and leaders with the knowledge and skills to effectively handle workplace grievances. This session covers the essentials of grievance management, including legal frameworks, effective communication, and conflict resolution techniques to foster a harmonious workplace.

Course Overview

Managing workplace grievances is critical to maintaining a positive and productive work environment. This course provides participants with a comprehensive understanding of grievance types, formal and informal processes, and the roles and responsibilities involved. Through interactive activities and case studies, participants will learn practical strategies to address grievances with confidence and professionalism.

Who This Course Is Ideal For

This training is designed for:

- Managers and team leaders
- HR professionals
- Business owners and executives
- Supervisors in any industry

Topics Covered

- Definition and types of grievances
- Legal and organisational framework
- Understanding the formal grievance process
- Skills for effective grievance handling
- Case studies and role-playing exercises
- Prevention and managerial responsibilities
- Documentation and record-keeping

Learning Outcomes

By the end of this session, participants will be able to:

- Recognise and categorise workplace grievances effectively.
- Navigate legal and organisational grievance frameworks.
- Apply structured grievance handling processes with confidence.
- Demonstrate active listening and conflict resolution skills.
- Foster a proactive approach to preventing grievances in the workplace.

Delivery Methods

- In-person, facilitator-led
- Virtually

Duration

- 3 hours

Ready to empower your team with essential grievance management skills? **Contact us today** to book this training session!

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