

Discipline & Grievance Interviewing

INTRODUCTION

Designed for all Professionals and Management Team Members to develop and improve skills and knowledge ensuring that good techniques and practices are maintained. This course will also provide awareness of the current legal requirements and advice pertaining to this section of Employment Law.

COURSE OBJECTIVES

By the end of the course delegates will have:

- **Defined** the purpose, benefits and limitations of the disciplinary interview.
- **Examined** the ACAS Code of Practice in respect of the disciplining of staff and its role in Employment Legislation.
- **Agreed** the most effective structure for a disciplinary interview.
- **Discussed** planning and preparing an interview.
- **Developed** listening and questioning skills
- **Examined** ways to deal with difficult interviewees.
- **Discussed** the influence of bias and prejudice in making sound and fair decisions.
- **Accepted** the need to manage the performance of the interviewee beyond the interview.

COURSE DURATION: 1 Day Course

COURSE CONTENTS

The Disciplinary Interview

What is the purpose of disciplining staff?
The benefits to the Organisation and staff member?
Constraints and limitations

Discipline and the Law

The rights of the employer and employee
The ACAS code of practice
Potential repercussions

Preparing for a Disciplinary Interview

Gathering the data
Establishing the facts
Deciding the structure
Planning the meeting

Conducting a Disciplinary Interview

The skills of questioning and listening
Avoiding bias and prejudice
Sorting facts from opinions
Dealing with difficult interviews
Recognising the need for counselling
Closing

Following up Disciplinary Action

Reviewing progress
Managing future performance
Short and long term action

Personal Development Action Plan

Throughout this course there will be a number of practical exercises carried out which will enable delegates to put into practice most of the theory covered

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