

Fair Grievance Handling (Online)

Per participant @ \$321.00 (w GST)

Synopsis:

As a supervisor you may encounter the challenge of dealing with upset employees. In such situations you will need an established grievance handling procedure to deal with the situation. It is therefore important that organisations, regardless of size ensure that the right processes are in place and to prepare managers to deal with grievances.

Course Outline:

(a) Introduction:

Definition of Grievances and Complaints at the workplace
Types of grievances: General versus Individual

(b) Legal considerations:

Employment Act
Protection from Harassment Act, etc.
Tripartite Advisory on Managing Workplace Harassment

(c) Why a Grievance Handling Procedure is vital

Developing a fair and effective grievance handling procedure
Principles of Grievance Handling: General versus Individual
Consequences of mishandling grievances
Workplace harassment as a source of grievances
Managing workplace harassment

(d) Making the grievance procedure work
Roles of supervisors and managers
Role of Unions
Skills and techniques of Grievance Handling
Handling common and unexpected scenarios

(e) Recognising signs of grievance

Poor performance versus misconduct, or expression of grievance
Handling under-performing employee and misconducts
Using harassment to trigger termination of employment
Avenues/resources
Employee counselling session versus disciplinary process

The workshop will utilise the key resources such as the "Grievance Handling Handbook", and the Principles of Fair Employment as laid out in the "Tripartite Guidelines on Fair Employment Practices" formulated by TAFEP.

Who Should Attend?

Employers, HR practitioners, and line managers/supervisors. Attend this one-day workshop to understand the various issues and how you can establish a grievance handling mechanism that is based on the principles of fair employment practices.

Trainer – Ms Linda Ang

Ms Linda Ang is a Senior IR Consultant in SNEF. She provides human resource management/ industrial relations advice and services to clients.

She has also been conducting courses on HR/IR topics in centre, as well as crafting and presenting customised training programmes based on employers' requests and requirements.

Online registration at

<https://snef.org.sg/training/digitallearning/>

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