

Discipline and Grievance Handling

Course Objective

The objective of this course is to help supervisors/superiors identify differences between poor performance and misconduct among subordinates. In doing so, they will know what constitutes “minor misconducts” and how these progress to become major misconducts due to mishandling of discipline. Supervisors/superiors will also learn how to deal with minor misconducts through verbal & written warnings, and major misconducts by knowing the legal requirements.

Often, it is the mishandling of discipline that cause employee grievances. Supervisors/superiors will know how to identifying grievances from employees’ deviant behaviour. The course will also assist supervisors/superiors in learning how to handle individual and group grievances through Grievance Procedure.

Target Audience

Supervisors, executives or managers

Course Outline

- Discipline Handling: What does it involve– rules, misconduct, etc
- Employer’s position in Law in discipline handling– Employment Act
- Dealing with minor misconducts– dos & don’ts in administering warnings
- Dealing with major misconducts– what punishments are permitted
- How to deal with poor work performance issues
- Grievance Management: What does it involve– definitions, types, etc
- Being “pro-active” in Grievance Management– general & individual
- The Grievance Procedure
- Grievance Management: Case discussion & role play exercise
- Q & A session

Methodology

The mode of delivery will be a mixture of lectures, sharing, discussions and Q & A sessions

Please refer to SNEF website for available dates
Duration : 1 days, 9am to 5pm (7 hours)
Course Venue : SNEF Corporate Learning Centre

Register online at SNEF website www.snef.org.sg
Click on ‘Training’ and Course Category ‘**Human Resources/ Industrial Relations**’

Course Fees

Fees Type	Full Fees (inclusive 7% GST):
Member	\$267.50
Non-member	\$374.50

Trainer

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