

Manage Grievances, Discipline and Disputes (SFw HR) (Synchronous e-learning)

Participants will be awarded the **Statement of Attainment** for HRS-HRM-4017-1.1 Employee Relationship Management upon successful completion of the course.

Course Objective

This course addresses the skills and knowledge required to assist organization members in resolving grievances and disputes. It covers investigating claims and managing negotiations.

Target Audience

Human resource professionals/practitioners who need to address and manage grievances, disputes and the negotiation processes.

Course Outline

➤ Prepare to address grievances and disputes

- Analyse legislative requirements and guidelines regarding labour-management relations, industrial practices and compliance requirements appropriate to the organization context
- Maintain communication and effective working relationships with representatives of unions and organizations to prevent escalation of grievances and disputes
- Work with involved parties to investigate the validity and credibility of claims
- Prepare and support others to develop possible responses or solutions based on review of information

➤ Manage grievance, dispute and negotiation processes

- Communicate with involved parties to agree on the issue(s) under consideration
- Negotiate with involved parties to achieve agreement regarding mutually acceptable outcomes using appropriate questioning and conflict resolution techniques
- Document all interactions and agreements to ensure follow-through and commitment by all involved parties
- Maintain communication and engagement with involved parties to ensure agreed outcomes are implemented

Methodology

It is a competency-based learning with assessment. Case studies, experiential learning, discussions and presentation, facilitation and sharing, critique and review.

Please refer to SNEF website for available dates
 Duration : 2 days, 9am to 7pm (18 hours)
 Course Venue : Virtual via Zoom

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

- ❖ **50% Course Fee Subsidy, capped at \$15/hr (SC aged ≤ 39/SPR)**
- ❖ **90% Course Fee Subsidy, capped at \$50/hr (SC aged ≥ 40/ SMEs)**
- ❖ **Absentee Payroll 90% of hourly basic salary, capped at \$10/hr. Eligibility period: 1 May – 31 Dec 2020**

SME	NON-SME	SELF-SPONSORED	Full Course Fee	Training Grant	Amount Payable
- All SC & SPR	- SC aged ≥ 40	→	\$556.40	- \$468.00 =	\$88.40
⊗	- SC aged ≤ 39 - All SPR	→	\$556.40	- \$260.00 =	\$296.40

All prices stated are inclusive of 7% GST

SC : Singapore Citizen

SPR : Singapore Permanent Resident

⊗ : Not Applicable

SMEs : Defined as companies with:

(i) at least 30% local shareholding; AND

(ii) Group annual sales turnover of not more than \$100 million OR Group employment size of not more than 200 employees.

Funding Eligibility

In order to enjoy the funding, participants need to fulfill the following requirements:

1. Singapore Citizens or Permanent Residents (PR) of Singapore
2. Attain at least 75% course attendance
3. Successfully complete assessment & certified as competent
4. Has not enjoyed funding for the same course before.
Note: This course is equivalent to Resolve Grievances and Disputes (HR-ERC-401E-0).
5. For company-sponsored participants, training is fully sponsored by companies, which are registered or incorporated in Singapore

Enquiries:

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