

## Manage Grievances, Discipline and Disputes (SFw HR)

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 : SNEF Corporate Learning Centre @ Tanglin

**Register online at SNEF website [www.snef.org.sg](http://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	= <b>\$88.40</b>
⊗	- SC aged ≤ 39 - All SPR	→	\$556.40	-\$260.00	= <b>\$296.40</b>



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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