

# Managing conduct

A 90-minute webinar

## Overview

This webinar focuses on how to manage disciplinary issues effectively.

The emphasis is on the use of a structured approach, with problems identified early and managed positively and proactively. The session builds knowledge and confidence in handling these issues objectively, fairly and appropriately in line with internal policies / procedures, best practice and legal requirements.

This webinar can be complemented by separate sessions on '[Workplace investigations](#)', '[Managing capability](#)' and '[Managing grievances](#)'.

## Learning objectives

- Understand the benefits of managing conduct proactively
- Be able to manage conduct informally where appropriate
- Understand how to take formal disciplinary action in line with policies and procedures
- Be clear on the manager's role and responsibility at each stage
- Appreciate the employment law issues involved

## Audience

Anyone in an organisation of any sort with responsibility for managing conduct – or with responsibility for advising managers.

- HR professionals
- Line managers

## Special feature

This programme can be tailored to particular settings.

## Expert trainer

This programme is delivered by **Rachel Hicks**, our lead trainer in this area. See her profile [here](#).

## Webinar outline

### 1 Welcome, agenda, overview

- Objectives and agenda

### 2 Identifying conduct issues

- Performance issues – conduct v capability
- Setting clear standards and the need for evidence
- Getting to root cause
- Closing the gap

### 3 Managing conduct

- Purpose and benefits of taking action
- Rules and procedures

### 4 Informal action

- Taking effective informal action
- 10 key steps

### 5 Formal disciplinary action

- Ordinary and gross misconduct
- Investigations into allegations of misconduct
- Formal hearings – procedure and outcomes
- Roles and responsibilities
- Right of appeal

### 6 Employment law

- Unfair dismissal – the test of reasonableness
- Discrimination law

### 7 Scenarios

- Taking appropriate action
- Challenging situations

### 8 Action plans and next steps

For a no-obligation discussion about running this session for your organisation on an in-house basis, just give us a call on **01582 463462**.