

Managing grievances

A 90-minute webinar

Overview

This webinar focuses on how to manage grievances.

The emphasis is on the use of early resolution and taking a positive and preventative approach.

The session builds knowledge and confidence in handling employee concerns, complaints and grievances objectively, fairly and appropriately in line with internal policies / procedures and best practice.

This webinar can be complemented by separate sessions on '[Managing conduct](#)' and '[Managing capability](#)'.

Learning objectives

- Understand what constitutes a grievance
- Recognise the benefits of proactively managing employee concerns and complaints
- Be able to manage grievances informally
- Understand the formal stages, in line with organisational policies
- Know how to handle sensitive and challenging issues
- Promote and support a positive culture at work

Audience

Anyone in an organisation of any sort with responsibility for managing staff – 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 What is a grievance?

- Definition of a grievance
- The difference between a grumble and a grievance
- When the grievance procedure applies

3 Managing a grievance

- Understanding the issue and desired outcomes
- Resolving grievances informally
- Formal stages and potential outcomes
- Roles and responsibilities

4 Challenging situations

- Grievance raised against a colleague / manager
- Grievance raised as part of other proceedings
- Legal risks
- Managing emotions

5 Scenarios

- Practical application of learning

6 Creating and sustaining a positive culture

- Your role as manager in promoting a positive culture
- Tips and guidance

7 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**.