



Dispute Resolution and Managing Conflict Workshop

Overview

Difficult employee behaviour seems to be a growing problem in many Schools. Most people behave well most of the time, but problems can develop in the workplace with employees that show extreme, persistent and difficult behaviour.

This course will help develop your knowledge and skills when managing conflict or resolving disputes in the workplace as well as handling discipline and or grievance matters.

Business need

Addressing the root causes of conflict effectively at the earliest opportunity can ultimately save you time and money. When a grievance is raised, it is a warning sign to an employer that there is a potential problem in the work place - an issue that if handled badly could result in increased absence, further grievances, reduced productivity and even escalate to an employment tribunal.

Knowing how to handle informal and formal grievances effectively is key for every line manager.

Investigations are held to clarify and establish the facts of an individual case and to assist in a decision as to whether there are grounds to call a disciplinary hearing, or dismiss a member of staff. Employers could be held liable if a poor investigation leads to an unfair dismissal.

Benefits of attending

Delegates will develop valuable understanding of what the law requires and will learn key skills in the investigation processes. You will learn how to conduct and manage each stage of a fair internal investigation, from gathering and evaluating evidence through to presenting findings.

This course guides you through the key aspects of each stage of a disciplinary or grievance investigation to ensure the right processes are being carried out at the right time. There will also be an opportunity to discuss practical tips on handling conflict in the workplace.

Suitable For

Head Teachers, Business Managers, Governors, Leadership Teams.

Programme

- Disciplinary and Grievance procedures: how to use them effectively
- Resolving issues informally and when formal action is necessary
- Holding a disciplinary or grievance meeting – and how to conduct it
- Carrying out investigations
- Taking appropriate action and the proper use of penalties and sanctions
- Dealing with appeals

Why KAPE HR?

KAPE offers comprehensive, authoritative and affordable training you can trust.

We are at the forefront of developing and improving Employment Relations, people management and HR practice in Schools.

Our training sessions are designed to enable discussion and interaction and our comprehensive range of advice and support ensure you get additional back-up for your School when you need it.

We come to you! Please contact Karen Barker E: karen.barker@kapehr.co.uk to arrange a mutually convenient time for the session

Courses are limited to 20 delegates