

Disciplinary Course

Our courses are not about scare mongering, but by attempting to keep it simple and sticking to basic ground rules, we believe that both employer and employees, management and staff understand and know their role within the organisation.

Discipline is no different.

This one day course has been tailored to work in a practical sense offering the delegates a more hands on approach to the disciplinary process, by the use of role play and an in depth look at case studies.

This course uses examples to demonstrate to delegates when the process should be initiated, and the process to follow to effectively manage both informal and formal Discipline ultimately avoiding the obvious pitfalls

Course Content

- The importance of investigation
- Using witnesses and witness statements
- The 'burden of proof'
- The balance of probability
- Using informal discipline effectively

The disciplinary Interview

- The role of the disciplinary interview
- Inviting the employee to a disciplinary hearing
- Ensuring that the employee is able to prepare adequately for the interview
- Structuring the interview to ensure procedural correctness
- Making notes of the meeting
- What happens when the employees does not attend the interview
- Probing techniques
- Listening skills
- Controlling the interview
- Gathering information
- Flow of information
- Gathering evidence for all criteria
- Recording the information

What You Will learn

- Conduct a Disciplinary and Grievance hearing from investigation through to disciplinary action.
- Understand how to conduct hearings professionally
- How to prevent problems escalating
- Ensure that hearings are conducted fairly to enable just decisions to be made
- Decrease the possibility of successful tribunal claims
- Enable managers to deal more effectively with stressful situations
- Understand the need to deal with problem situations in a timely and effective manner.
- Understand the need for appeal and the right to be accompanied
- Improve their questioning and listening skills.
- The Do's and Don'ts of Discipline.