

# Managing Employee Issues Effectively

3<sup>rd</sup> April 2019

Highgate House, Creaton, Northamptonshire

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## Who will benefit

- Newly appointed managers and team leaders
- Experienced managers and team leaders who lack formal management training
- Anyone who is about to be appointed into a management role

## What are the benefits of attending?

You will:

- Know why it is vital to be fair, reasonable and consistent in dealing with issues
- Have the confidence to confront employee issues promptly
- Understand what is good practice and appreciate why it is necessary
- Be aware broadly of current legal requirements
- Develop key skills to assist with being effective
- Develop skills and understanding in a 'safe' environment

## At the end of the programme, you will be able to:

- Resolve issues quickly and effectively;
- Minimise dispute and disharmony within your team;
- Take prompt and appropriate action;
- Judge when it is best to deal with employee issues formally or informally;
- Use disciplinary and grievance procedures appropriately;
- Begin to deal with problem situations objectively;
- Understand how to manage disciplinary or grievance hearings;
- Minimise legal claims.

## Outline programme

Within the one day workshop, we will focus on:

Identifying Employee Issues  
Taking an Informal Approach  
Using Company Procedures to Resolve Issues  
Managing Disciplinary Matters  
Key Stages of the Disciplinary Process  
Dismissal  
Managing Unsatisfactory Performance  
Managing Grievances  
Conducting a Grievance Hearing

## Cost

For current MCM retained clients	-	£205 + VAT
For other organisations	-	£265 + VAT