

The smooth running of any organisation can be disrupted if disciplinary or grievance issues are not dealt with in a correct and appropriate manner. Not only is it essential to have a set of procedures to deal with these issues, but the handling of the interview itself is a crucial aspect of the disciplinary or grievance process.

The course, run alongside a member of the organisation's Personnel Team to ensure compatibility with policies already in place, will train participants how to deal with interviews in an effective way, and will also provide feedback on their communication skills.

Your Workshop Leader: Richard Ellis

LEARNING OUTCOMES

By the end of this course, participants will understand:

- how to structure the interview and manage the tone of the proceedings
- the importance of keeping to agreed procedures in all interviews
- how to get the most information out of the interview

KEY TOPICS

- Grievance/discipline in the present day context
- The present discipline/grievance procedure in the organisation
- The actual interview
- Skills of questioning
- Appropriate non-verbal communication
- Effective follow-up

WHO SHOULD ATTEND

Particularly useful for people who have responsibility for undertaking – but little actual experience of – the disciplinary or grievance interview.

Outline Programme

Welcome and Introductions

Grievance/Discipline in the Present Day Context

- legal changes

Refreshment break

The Present Discipline/Grievance Procedure in the Organisation

The Actual Interview

- communication skills
- listening/attending

Lunch

Skills of Questioning

- probing/clarification
- summarising
- how to avoid leading questions

Appropriate Non-verbal Communication

- eye contact/body language

Refreshment break

Effective Follow-up

- report back to member of staff on action taken

Role plays of Situations Typical to the Organisation

- evaluation by observer of interviewer's communication skills

Close of Workshop



COMMUNICATE

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