

MANAGING EMPLOYMENT RELATIONS (MER)

Duration: 2 days

Objective

To equip line managers with a broad understanding of ER/IR, including disciplinary / incapacity procedures, fairness in discipline, problem solving, issuing warnings and dealing with poor performance.

Design

- Trust in employment relations
- Assessing the state of ER and levels of trust
- Fixed term and permanent contracts of employment
- Relevant employment legislation
- Rights and duties in employment
- Causes of ill discipline
- Distinguishing misconduct from incapacity
- The meaning of “dismissal”
- Disciplinary action short of dismissal
- Dispute resolution and remedies
- The Code of Good Practice: Dismissal
- Substantive fairness: guilt & sanction
- Procedural fairness requirements
- The investigation into facts
- Drafting disciplinary complaints/notices
- Conducting a disciplinary interview
- Grievances procedures
- Managing absenteeism and poor performance
- Stepwise approach to effective counselling
- Specific problem areas: harassment, dishonesty, poor work performance & other areas requested for discussion
- Case studies & roleplays

Target group

Supervisors/team leaders/first line managers/middle management with no or little previous training or exposure.

