



Grievance, Discipline & Dismissals Course Brochure

1 Day Practical Workshop



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The Right Fit.....For You

Knowing how to apply the law effectively to grievance, discipline or dismissal situations is essential for HR professionals.

Our one day **Grievance, Discipline and Dismissals** course provides a thorough review of the legal issues to be aware of when resolving disputes in the workplace and will help you manage problem situations effectively and according to best practice.

This course is aimed at **HR practitioners responsible for employment law issues** within their organisation. No prior knowledge of the law relating to grievance, discipline or dismissals is required.

During this course, you will learn how to effectively use **Disciplinary and Grievance processes** when people are **persistently under-performing** and to manage individual and team performance and what you should do when under-performance continues.

This is a highly practical course and scenario based exercises and group discussions will be used throughout to allow learners gain a **better understanding of how grievance and disciplinary principles apply** in practice.

"I speak for all in saying that it was an excellent course. I found the course very interesting and beneficial both for my work and future career."

Marcin Cesarz, Lead Business Analyst, AIB



"We are all very happy with the training carried out last week & will definitely be in contact in the future"

Aoife O'Rourke, Key Account Manager, Tool & Plastic



"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."

Jonathan Latimer, Fleet Training Instructor, City Jet





Why Choose This Course

DCM Learning's Grievance, Discipline and Dismissal course provides a thorough review of the legal issues to be aware of when resolving disputes in the workplace and will help you manage problem situations effectively and according to best practice.

Specific reasons to choose this course:



Experienced: We have trained over 273 individuals successfully in Grievance, Discipline and Dismissal over the last two years.



Support: 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



Experienced Training Team: Our trainers are Training Practitioners with years of industry experience as well as vast training experience.



Quality Assured Training: Make sure you Safeguard Your Training Investment. DCM offer courses accredited by national and international certification bodies, including QQI, PMI, IASSC, and Scrum.org.

You're in Good Company

We have delivered our Grievance, Discipline and Dismissal programme to the biggest brands in Ireland including Google, Intel, Central Bank of Ireland, ESB, Football Association of Ireland and Abbott so you can have confidence in our ability to deliver the results you want to achieve.





Grievance, Discipline & Dismissal Course

COURSE OVERVIEW

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LEARNING OUTCOMES

By the end of the course each learner will be able to:

- Understand and advise on the legal issues involved in the grievance, discipline and dismissal process
- Advise on and apply your organisation's grievance and disciplinary procedures
- Deal with problem situations in a timely and effective manner
- Follow all aspects of best practice

Below you will find a proposed course outline detailing all the topics covered on the training programme.



Course Contents

TOPIC 1: GRIEVANCE PROCEDURES

- What the law requires?
- Grievance or grumble?
- Understanding and applying your organisation's procedures
- Conducting investigations

TOPIC 2: DISCIPLINARY PROCEDURES

- Legal requirements
- Understanding and applying your organisation's procedures
- Conducting investigations/witness statements/anonymity
- Conducting the disciplinary hearing
- Acting 'fairly' and 'reasonably'
- Natural justice
- The right to be accompanied (and by whom)
- The appeals procedure and its importance

TOPIC 3: A PRACTICAL APPROACH TO COMMON ISSUES

- Handling poor performers
- Managing absence; short and long-term
- Dealing with misconduct; in and out of work
- Dealing with bullying and harassment issues
- Misuse of social media



Course Contents

TOPIC 4: DISMISSAL

- What is wrongful, unfair and constructive dismissal?
- Potentially fair reasons for dismissal
- Procedures, including right of appeal
- Procedural flaws, the 'no difference' rule
- Group dismissals
- Termination payments
- Settlement agreements



Andrew Gibson

Associate Director

Andrew is an accomplished training consultant and coach with a thoughtful and thought-provoking approach, yet he is entertaining and engaging. He has acquired the knowledge and skills of successful management and knows how to impart them to others. He has worked in training and development for over 15 years, helping people and organisations of all sizes and sectors achieve their goals.

Andrew's background in Behavioral Psychology means he is best placed to understand organizational change doesn't happen overnight and isn't always easy.

Andrew has vast experience as a trainer, mediator and conflict coach and has worked with the United Nations on mediation and conflict resolution. He has extensively studied the effect of inter-cultural conflict especially in the workplace.

Some of Andrew's qualifications and affiliations include:

- Honours degree in Psychology from Nottingham Trent University (NTU)
- Member of The British Psychological Society
- Higher Diploma (H. Dip) in Conflict Resolution
- Member of the International Mediation Institute (IMI) and an IMI Certified Mediator
- Member of the IMI Appraisal Committee; the role of this committee is to manage and approve new qualifying assessment programmes

"Please feel free to use me as a reference for anyone considering it. Andrew was an expert facilitator who made the course very enjoyable. I'm delighted I did it!"

Alan Grogan, Programme Manager, Arthur Cox

ARTHUR COX



Inhouse Training, One Size Doesn't Fit All.

Does your team need Grievance, Discipline and Dismissal training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
Cost	€1,095 per day	€995 per day	€895 per day
Materials	Included	Included	Included
Travel Expenses	Included	Included	Included
Areas Covered	All Counties	All Counties	All Counties
Customisation	Course Customised	Course Customised	Course Customised
Survey	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
Account Management		Dedicated Account Manager	Dedicated Account Manager
Free Public Course		1 Free Place	3 Free Places
Public Course Discount		15%	25%



Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the
right course**

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