



Discipline and dispute resolution

Managing discipline and grievance cases can prove challenging for even the most experienced team managers. Rarely are two cases exactly the same. What can help is ensuring that all such issues are resolved promptly, consistently, fairly and – if at all possible – informally. Sometimes, this can be achieved because of the open, honest and supportive working environment which a manager has helped to create. There will be other occasions however, when more formal policies and procedures need to be called upon to resolve a problematic situation. How situations like this are handled can have a significant impact on a manager's credibility with his or her team.

Description

This topic is designed to improve your confidence and ability in handling discipline issues (problems with an employee's conduct) and grievance issues (problems that an employee raises with you). Your department will have its own policies and procedures which you need to understand and follow. These learning activities will provide you with further guidance on how best to apply those policies.

In addition, you'll learn how to spot the early signs of misconduct, the three categories it could fall under (minor, serious and gross) and the required actions for each. You'll find out about the most common types of grievances and the steps available for resolving them. In both cases, you'll consider how to handle these issues quickly and fairly.

What does it involve?

This topic features a number of online learning activities, starting with an introduction to the value of early intervention

and clarification of the differences between discipline and grievance issues. This topic covers five online tutorials follow on assessing individual cases, carrying out investigations and making decisions which are both proportionate and reasonable. A quiz is included as part of this course to assess your understanding about the topic. Once completed, you're encouraged to research your department's own policies and procedures in this area.

What's the outcome?

By completing this topic, you'll understand why early intervention is so important in dealing with discipline and grievance issues. By doing so, you can help reduce the number of formal cases. When a case does end up going through a formal resolution process, you'll know how to conduct that process fairly and efficiently. Knowing what the relevant policies and procedures are in your department, you'll be able to adhere to these throughout.

Learning activities



Online
resources



Online
tutorial

Delivery method:

DGTL

Estimated learning time:

2 hours 50 minutes

How to book

learn.civilservice.gov.uk

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