

Managing Grievances in the Workplace

In-company one day programme
delivered by Resolve Ireland

Managing grievances in the workplace is essential for maintaining a healthy and productive work environment.

Grievances can arise at any stage of the employee lifecycle from recruitment to departure. They could result from conflicts between employees, issues related to policies or procedures, or concerns about working conditions.

Effectively managing grievances at each stage of the employee lifecycle requires having clear policies and procedures in place, promoting open communication, and ensuring that all employees are aware of their rights and avenues for raising concerns. Addressing grievances promptly and fairly helps managers foster trust and confidence among employees, which is essential for maintaining a positive workplace culture and reduces the risk of conflicts escalating into larger issues.

The objective of this one-day programme is to equip line managers and HR managers with the knowledge and skills they need to handle grievances effectively, promote a fair and respectful work environment and reduce the risk of conflicts escalating into more significant issues.

Central to our programme are the key elements throughout the employee lifecycle that can give rise to grievances-based issues. See below for the areas under each stage covered in the programme.

Recruitment:

- Equal opportunities recruitment

Onboarding and probation:

- Awareness of company policies and procedures
- Grievance procedure
- Training and appropriate support for performing role

Managing the working relationship:

- Handling grievances and working with company policies and procedures
- Workplace conditions
- Compensation and benefits
- Performance evaluations
- Interpersonal conflicts
- Opportunities for promotion

Exit and departure:

- References
- Redundancy
- Constructive dismissal
- Data records

Programme Facilitators:

These programmes will be delivered by Miriam Maher and Yvonne O'Sullivan. Our extensive third-party practitioner and HR experience informs our training. We use our experiences, along with examples from relevant case law, codes of practice and interactive group discussions to ensure the programme is relevant, informative and of lasting value for the participants.

For further information, please contact Miriam Maher, Managing Director, Resolve Ireland miriam@resolveireland.ie

All our programmes can be tailored in line with the organisation's specific requirements.