Effective Grievance Handling

Overview
In today's business world, there are no short cuts to handling people without having acquired the necessary skills on people management. It must be made known that grievance handling is very much inter-related with the prevention of unnecessary labour cases. Proper handling of grievances will lead to positive work environment as well as minimize problems such as employee turnover, labour unrest, dissatisfaction among employees, trade disputes, low productivity, low commitment, etc. Hence, this two-day workshop aims to equip all personnel who have people under their care with the essential skills of grievance handling.

Who Should Attend?
Managers, supervisors, team leaders or individuals who need to manage and handle people under their care on a daily or project basis.

Outcomes
By the end of this course you will be able to:
- Understand what grievance is and why it has to be handled systematically.
- Identify the consequences of improper handling of grievances.
- Ascertain the roles and responsibilities of both grievance handler and handlee.
- Carry out systematic tracking on grievance handling.
- Draw up effective methods for the subordinates to redress complaints and grievances.

Content

Module One - General Introduction
- What is grievance?
- Difference between grievance and complaint
- Why grievance has to be handled in the most effective ways?
- Consequences of poor grievance handling

Module Two - Grievance Handling (GH)
- What is a GH Policy?
- Why GH Policy is important and its effects?
- The importance of educating first line management staff on GH
- The importance of educating employees on GH Policy

Module Three - Legal Constraints on GH
- Legal perspectives on grievance disposition
- Employer’s rights and protection
- Employee’s rights and protection
- Industrial Court’s perspective on GH

Module Four - Case Study
- Case Study 1 - Strengths and weaknesses of GH Policy

Module Five - Systematic Tracking on GH
- What is systematic tracking on GH and its importance
- How to carry out systematic tracking & monitoring for its effectiveness

Module Six - Mock Session
- Role play - between grievance handler and handlee

Module Seven - Summary
- Roles and responsibilities of grievance handler
- Roles and responsibilities of grievance handlee
- Building organization culture and responsibilities through effective GH
- Questions & Answer session

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