

Rightrack ... a little bit of magic

Managing Discipline & Grievance
a bespoke programme



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Introduction

This is a bespoke programme that improves knowledge and skills when dealing with discipline and grievance situations.

Approach

A bespoke training programme is researched, designed and delivered specifically for your needs.

We have a highly developed, sophisticated yet flexible approach for creating bespoke training solutions, which typically includes:

- **Step 1: Research & Familiarisation**
Our training specialists work with you to research the key areas that will impact the programme design and agree project objectives
- **Step 2: Confirmation of Project Activity**
Key areas of the project are confirmed in writing including all project steps, milestones, programme structure, supporting activity, timings and evaluation measures
- **Step 3: Preparation of Learning Content**
Our project team prepare the programme in-line with the above steps. The content is highly specific to your organisation and the initiatives that are key to the success of your business
- **Step 4: Implementation of Training Programme**
The programme is implemented in-line with the agreed rollout plan
- **Step 5: Project Evaluation**
The project is evaluated throughout its implementation against key measures decided upon during Step 1



Case Study

Below is an example of a programme we have designed for a client:

Definitions

- Defining the disciplinary and grievance terminology e.g. gross misconduct, unfair dismissal, grievance etc..
- Understanding disciplinary and grievance aspects in the context of your organisation
- Fairness and consistency
- The legislation
- The role of HR

The Grievance Procedure

- Adhering to the legislation with the use of case examples
- Understanding your organisation's grievance policy and procedure
- The roles and responsibilities of personnel within the procedures
- Communicating policies and procedures

Keeping on Track

- Managing performance following a disciplinary or grievance action
- Remaining fair and consistent
- Keeping records and Data Protection

The Disciplinary Procedure

- Adhering to the legislation – reviewing case examples
- Understanding the disciplinary policy and procedure
- Roles and responsibilities within the procedures
- Communicating policies and procedures
- Potentially unfair reasons for dismissal
- Automatically fair reasons for dismissal

Disciplinary Interviews

- Preparation and notification
- The structure of the interview
- Roles and responsibilities
- Essential documentation and records
- Style and approach
- Remaining objective, fair and consistent
- Confirming outcomes and required actions



Programme Options

This is an in-company programme with the following options:

Available Packages:	Bespoke - We research, design and deliver the programme specifically for your needs
Duration:	Bespoke
Materials:	Folder, workbook, handouts, pen and certificate of attendance
Support:	Research - Pre-programme research visit or telephone discussion Administration - Printing and packaging of delegate materials and liaison with your chosen venue for programme arrangements. Additional administration options available Evaluation - Post-programme evaluation and a consultant's report providing feedback on the programme Rightrack Membership - Lifetime on-line post-programme support via our dedicated delegate website and access to the training consultant who will answer any questions relating to the programme
Dates & Location:	To suit you
Delegates:	Bespoke
Style:	Rightrack programmes are energetic, exciting and highly participative, which create an impact and motivate participants to learn and embrace change
Learning Methods:	We utilise a blend of learning methods: practice sessions, group workshops, scenario-driven learning, assignments, self managed learning, shared group learning, accelerated learning and structured group learning

