

## Discipline & Grievance Interviewing

### INTRODUCTION

Designed for all Professionals and Management Team Members to develop and improve skills and knowledge ensuring that good techniques and practices are maintained. This course will also provide awareness of the current legal requirements and advice pertaining to this section of Employment Law.

### COURSE OBJECTIVES

- **Defined** the purpose, benefits and limitations of the disciplinary interview.
- **Examined** the ACAS Code of Practice in respect of the disciplining of staff and its role in Employment Legislation.
- **Agreed** the most effective structure for a disciplinary interview.
- **Discussed** planning and preparing an interview.
- **Developed** listening and questioning skills
- **Examined** ways to deal with difficult interviewees.
- **Discussed** the influence of bias and prejudice in making sound and fair decisions.
- **Accepted** the need to manage the performance of the interviewee beyond the interview.

**COURSE DURATION:** 1 Day Course

### COURSE CONTENTS

#### The Disciplinary Interview

What is the purpose of disciplining staff?  
The benefits to the Organisation and staff member?  
Constraints and limitations

#### Discipline and the Law

The rights of the employer and employee  
The ACAS code of practice  
Potential repercussions

#### Preparing for a Disciplinary Interview

Gathering the data  
Establishing the facts  
Deciding the structure  
Planning the meeting

#### Conducting a Disciplinary Interview

The skills of questioning and listening  
Avoiding bias and prejudice  
Sorting facts from opinions  
Dealing with difficult interviews  
Recognising the need for counselling  
Closing

#### Following up Disciplinary Action

Reviewing progress  
Managing future performance  
Short and Long term action

#### Personal Development Action Plans

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