

## Target Audience

---

Health, Social Care and Housing Managers where there is a responsibility for people management.

Every business needs to have managers who are able to effectively manage areas of underperformance in the workplace. Ensuring managers know what is expected of them and the processes within which they have to operate is the key to getting the best results from your employees.

Successful businesses know that disciplinary procedures are an aid to effective management, enabling managers to resolve issues quickly rather than being used as a form of sanction. This course has been developed to provide managers with an understanding of the disciplinary process. Managers will be supported to develop their skills in evidence analysis, report writing and conducting investigations.

The course will enable managers to develop an understanding of legal requirements and how to conduct the process in a fair way, and is suitable for managers who are involved in all aspects of the performance management.

**This course is delivered using a range of methods and resources including:**

- ◆ Face to Face tutor facilitation, video clips, questionnaires, scenarios for breakout groups, questioning and participation and an end of session assessment.

**This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:**

- ◆ ACAS Code of Practice on Disciplinary and Grievance Procedures
- ◆ The Leadership Qualities Framework

## Course Content

---

- ◆ The rights of the employer and employees
- ◆ Identify conduct, misconduct and gross misconduct
- ◆ The discipline and grievance process and when they can be used
- ◆ Techniques to avoid getting to the disciplinary stage
- ◆ Employment law and the disciplinary and grievance process
- ◆ The importance of investigation, documentation and accurate recording
- ◆ Verbal and written warnings, when and how to use them
- ◆ When and how to conduct suspensions
- ◆ Constructive dismissals, when they can be used
- ◆ The appeals procedure and current law
- ◆ Prepare for a disciplinary meeting
- ◆ Handling difficult conversations confidently and effectively
- ◆ Potential outcomes and next steps

## Learning Outcomes

---

After attending this course, learners will be able to:

- ◆ Explain the rights of the employer and employees
- ◆ Describe how to identify conduct, misconduct and gross misconduct
- ◆ Explain the discipline and grievance process and when they can be used
- ◆ Summarise techniques to avoid getting to the disciplinary stage
- ◆ Summarise employment law and the disciplinary and grievance process
- ◆ Explain the importance of investigation, documentation and accurate recording
- ◆ Describe verbal and written warnings, when and how to use them
- ◆ Describe when and how to conduct suspensions
- ◆ Explain constructive dismissals and when they can be used
- ◆ Summarise the appeals procedure and current law
- ◆ Explain how to prepare for a disciplinary meeting
- ◆ Describe how to handle difficult conversations confidently and effectively
- ◆ Explain the potential outcomes and next steps

**Duration: 7 Hours**