Representation in Grievance Hearings Training Course

Professional Development Training Course Outline

Category	Trade Unions	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s evolving workplace environment, employee relations, workplace dispute resolution, and fair disciplinary procedures are critical pillars of organizational stability and legal compliance. Organizations are under constant pressure to ensure procedural fairness, natural justice principles, and legally compliant grievance handling systems that minimize litigation risks and improve workplace trust.

Representation in Grievance Hearings Training Course equips participants with practical skills in case preparation, evidence presentation, advocacy techniques, and hearing procedures aligned with modern employment law standards and conflict resolution strategies. It strengthens capacity in handling sensitive workplace disputes involving misconduct allegations, disciplinary hearings, employee grievances, and appeal processes.

Programme Curriculum

Representation in Grievance Hearings Training Course

Introduction

In today’s evolving workplace environment, employee relations, workplace dispute resolution, and fair disciplinary procedures are critical pillars of organizational stability and legal compliance. Organizations are under constant pressure to ensure procedural fairness, natural justice principles, and legally compliant grievance handling systems that minimize litigation risks and improve workplace trust.

Representation in Grievance Hearings Training Course equips participants with practical skills in case preparation, evidence presentation, advocacy techniques, and hearing procedures aligned with modern employment law standards and conflict resolution strategies. It strengthens capacity in handling sensitive workplace disputes involving misconduct allegations, disciplinary hearings, employee grievances, and appeal

processes.

Course Duration

5 days

Course Objectives

1. Understand grievance hearing procedures and labor law compliance frameworks
2. Apply principles of procedural fairness and natural justice
3. Develop strong case preparation and documentation skills
4. Demonstrate effective employee representation techniques
5. Analyze workplace conflict resolution strategies
6. Strengthen knowledge of disciplinary hearing processes
7. Improve evidence gathering and witness handling skills
8. Master advocacy and negotiation in HR hearings
9. Identify common procedural errors in grievance handling
10. Apply emotional intelligence in workplace disputes
11. Build competence in cross-examination and questioning techniques
12. Strengthen understanding of employment dispute resolution systems
13. Enhance ability to achieve fair, balanced, and legally sound outcomes

Target Audience

1. Human Resource (HR) Managers & Officers
2. Trade Union Representatives & Shop Stewards
3. Legal Advisors in Employment Law
4. Line Managers & Supervisors
5. Employee Relations Specialists
6. Organizational Development Practitioners
7. Government Labour Officers
8. Workplace Mediators & Arbitrators

Course Modules

Module 1: Foundations of Grievance Hearing Systems

- Overview of grievance mechanisms in organizations
- Legal frameworks governing workplace disputes
- Principles of **natural justice and fairness**
- Roles of employer, employee, and representative
- **Case Study:** Unfair dismissal claim due to procedural breach

Module 2: Employment Law & Compliance Frameworks

- Key labor laws affecting grievance hearings
- Compliance requirements for organizations
- Consequences of non-compliance and litigation risks
- Role of regulatory authorities in disputes
- **Case Study:** Regulatory penalty due to unfair disciplinary process

Module 3: Case Preparation & Documentation

- Structuring grievance case files
- Collecting evidence and supporting documentation
- Timeline building and incident mapping
- Identifying relevant policies and contracts
- **Case Study:** Weak documentation leading to case dismissal

Module 4: Representation Skills in Hearings

- Role of a representative in hearings
- Communication and persuasion techniques
- Managing opening and closing statements
- Maintaining professionalism under pressure
- **Case Study:** Successful representation reversing disciplinary action

Module 5: Evidence Handling & Witness Management

- Types of workplace evidence
- Preparing and questioning witnesses
- Managing contradictory statements
- Credibility assessment techniques
- **Case Study:** Witness inconsistency affecting case outcome

Module 6: Cross-Examination & Questioning Techniques

- Strategic questioning frameworks
- Open vs closed questioning methods
- Handling difficult witnesses
- Avoiding leading or biased questions
- **Case Study:** Effective cross-examination uncovering misconduct truth

Module 7: Conflict Resolution & Negotiation

- Negotiation strategies in grievance hearings
- Mediation vs formal hearing approaches
- Emotional intelligence in dispute resolution
- De-escalation techniques
- **Case Study:** Successful mediation avoiding dismissal

Module 8: Decision Making & Appeal Processes

- How decisions are made in hearings
- Writing fair and defensible outcomes
- Appeal procedures and review mechanisms
- Ensuring transparency and accountability
- **Case Study:** Overturned decision due to procedural unfairness

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.

- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com