Training Course on Disciplinary Hearing and Grievance Management

Professional Development Training Course Outline

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

Course Introduction

In today’s competitive and legally sensitive work environment, Disciplinary Hearing and Grievance Management is a critical competency for HR professionals, managers, and team leaders. Handling employee grievances and conducting disciplinary hearings require not only a clear understanding of labor laws and internal policies but also strong communication, conflict resolution, and decision-making skills. Training Course on Disciplinary Hearing and Grievance Management empowers participants with best practices and legal guidelines to ensure fair, consistent, and defensible processes in the workplace.

This interactive and practical training equips participants to handle complex employee relations issues with confidence. Participants will explore real-life case studies, practice procedural fairness, and learn how to align disciplinary actions with organizational goals while minimizing risk. With updated insights on employment law, employee rights, and workplace ethics, this course is a must for building a positive and compliant work environment.

Programme Curriculum

Training Course on Disciplinary Hearing and Grievance Management

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Course Objectives

1. Understand the legal framework of disciplinary procedures and grievance handling.
2. Analyze the difference between misconduct and poor performance.
3. Apply progressive discipline techniques effectively.
4. Conduct fair and transparent disciplinary hearings.
5. Ensure procedural and substantive fairness in decision-making.
6. Address employee complaints through structured grievance mechanisms.
7. Develop and implement grievance resolution strategies.
8. Reduce workplace conflict and tension through early intervention.
9. Improve employee engagement by fostering open communication.
10. Document disciplinary and grievance cases with legal compliance.
11. Minimize litigation risks by adhering to due process.
12. Build a culture of accountability and trust.
13. Boost leadership effectiveness in managing difficult conversations.

Target Audience

1. Human Resource Managers
2. Line Managers and Supervisors
3. Industrial Relations Officers
4. Legal and Compliance Officers
5. Business Owners and Entrepreneurs
6. Employee Relations Consultants
7. Labor Union Representatives
8. Corporate Trainers and Facilitators

Course Duration:

- 5 days

Course Modules

Module 1: Introduction to Disciplinary & Grievance Procedures

- Definitions and distinctions

- Importance in organizational culture
- Legal and ethical considerations
- Common pitfalls and challenges
- Role of HR and management

Module 2: Understanding Labor Laws and Legal Framework

- Key labor legislation overview
- Procedural and substantive fairness
- Case law implications
- Rights of employees and employers
- Impact of non-compliance

Module 3: The Disciplinary Hearing Process

- Steps in disciplinary action
- Investigation procedures
- Notice of hearing protocols
- Role of witnesses and evidence
- Issuing final decisions

Module 4: Grievance Handling and Resolution

- Types of grievances
- Grievance procedure steps
- Informal vs. formal grievances
- Mediation and arbitration
- Recording and reporting

Module 5: Effective Communication Skills

- Active listening techniques
- Managing emotional responses
- Constructive feedback models
- Neutral language usage
- Maintaining professionalism

Module 6: Investigations and Documentation

- Conducting internal investigations
- Gathering and protecting evidence
- Interviewing techniques
- Documentation standards
- Confidentiality and data protection

Module 7: Performance and Conduct Management

- Addressing underperformance
- Coaching for behavior change

- Performance Improvement Plans (PIPs)
- Setting clear expectations
- Escalation protocols

Module 8: Managing Risk and Building Positive Culture

- Preventing workplace conflict
- Encouraging employee voice
- Training and awareness initiatives
- Measuring grievance trends
- Embedding fairness into policies

Training Methodology:

- **Case Study Analysis:** Examination of real and hypothetical legal scenarios to apply theoretical knowledge in context.
- **Group Discussions:** Collaborative sessions to encourage critical thinking, peer learning, and diverse perspectives.
- **Interactive Role Plays:** Simulated exercises to practice communication, negotiation, and legal reasoning in realistic settings.
- **Legal Scenario Simulations:** Hands-on simulations to analyze complex legal issues and apply problem-solving strategies.
- **Real-World Problem Solving:** Practical exercises focused on addressing challenges commonly faced in professional environments.
- **Practical Tools and Templates:** Access to ready-to-use resources for immediate application in participants' workplaces.

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
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