

# Handling Employee Grievances and Discipline

 **26 Apr 2023<sup>VC</sup>** (5/4/2023)

**26 Jul 2023** (5/7/2023)

**13 Oct 2023** (22/9/2023)

\* EB dates in brackets



9 AM to 5 PM



Marina Square or similar

**Early bird (EB):** S\$367.20

**Normal:** S\$421.20

**Members:** S\$324.00

\* Fees are inclusive of 8% GST

## Important for Organisations:

Please inform us if you will be applying for SDF in order for us to facilitate your application.

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Grievance may be any genuine or imaginary feeling of dissatisfaction or injustice, which an employee experiences about his job and its nature, management policies and procedures, and their related matters. Such feelings must be expressed by the employee and brought to the notice of the management and the organisation in accordance with acceptable procedures.

At the same time, and just as important, is the need to correct employees who have broken any established or implied rules and expectations. This helps to establish and ensure a stable sense of integrity and culture in the organisation.

## Effective handling of employee relations

### Employment laws reference

### Grievance handling

- Objectives
- Definition and scope
- Circumstances
- Types of grievances

### Grievance: procedure and objectives

- Consequences of mishandling employee grievances
- Principles of grievance handling
- Roles of stakeholders
- Examples

### How to prevent employee grievances

- Principle of employee engagement and employee experience

## Grievance vs Discipline

- Definition and scope of discipline
- Formal disciplinary procedure
- Principle of natural justice
- Discipline and employment relationship
- Example of disciplinary procedure and best practice

## Discipline and punishment

- Purpose
- Enforcement of discipline
- Administering discipline
- Conduct of inquiry
- Termination of service
- Dismissal of an employee
- Proper handling of dismissal
- Right of appeal
- Related laws

## After the workshop, you will be able to:

- understand the nature of employee grievance
- follow the appropriate approaches to handle employee grievance
- understand the nature of employee discipline
- follow the appropriate approaches to handle employee disciplinary matters

## Who Should Attend?

Supervisors, executives and managers who need to handle employee grievances and disciplinary matters in their organisations.

## Methodology

Participants are guided through practical steps of the topic with a combination of application exercises, group discussions and discussions on actual workplace problems with experience-sharing.

**Ms. Norintan Shariff** is a passionate people developer with almost 14 years in the learning and development space in various domains; retail, tourism, hospitality, service excellence, leadership & people management, human resource management, business management and many others.

She is also a versatile and result-oriented leader with more than 30 years of working experience, and has spent 12 years in a senior management position both locally and regionally, leading high-performance teams and ensuring operations effectiveness and efficiencies. She possesses strong leadership and business development abilities, along with excellent negotiation skills, and is an independent individual that strives for excellence and quality.

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**VC:** Virtual Classroom