

Course No. 1980

Disciplinary Procedures, Grievance Handling & Workplace Investigations Training Course

EMPLOYEE RELATIONS, LABOR LAW & HR COMPLIANCE
HUMAN RESOURCES & TALENT MANAGEMENT

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Disciplinary Procedures, Grievance Handling & Workplace Investigations Training Course provides a practical framework for managing employee misconduct, workplace grievances, complaints, and internal investigations in a fair, consistent, confidential, and well-documented manner. The program focuses on strengthening employee relations practices while protecting organizational integrity, procedural fairness, and workplace stability.

Participants will examine the principles of effective disciplinary management, including identifying misconduct, reviewing applicable policies, assessing the seriousness of an issue, conducting preliminary assessments, documenting concerns, and applying proportionate responses. The course emphasizes consistency, due process, confidentiality, evidence-based decisions, and appropriate managerial involvement throughout disciplinary processes.

The program also addresses grievance and complaint handling, from receiving and assessing complaints through investigation, resolution, communication, and follow-up. Participants will learn how to distinguish between different types of workplace concerns, identify underlying issues, manage sensitive conversations, and establish structured processes that encourage employees to raise concerns appropriately while reducing unnecessary escalation.

A major component of the course is workplace investigation methodology. Participants will develop practical skills in investigation planning, evidence collection, interviewing complainants and witnesses, assessing information, maintaining investigation records, analyzing findings, and preparing objective reports. Through realistic case studies, investigation simulations, interview exercises, and disciplinary decision scenarios, participants will strengthen their ability to manage complex employee relations matters professionally and consistently.

Objectives

- By the end of the course, participants will be able to:
- Explain the principles of fair and effective disciplinary procedures.
- Distinguish between misconduct, performance concerns, grievances, and workplace complaints.
- Assess employee relations cases using relevant policies and organizational procedures.
- Conduct appropriate preliminary assessments of workplace concerns.

- Develop structured approaches for handling employee grievances and complaints.
- Plan and conduct workplace investigations systematically.
- Apply effective interviewing and questioning techniques.
- Collect, organize, and assess relevant evidence and information.
- Maintain confidentiality and appropriate records throughout investigations.
- Evaluate investigation findings objectively and consistently.
- Determine appropriate disciplinary responses based on established procedures.
- Apply principles of proportionality and consistency when making disciplinary decisions.
- Identify procedural weaknesses and risks in employee relations cases.
- Prepare clear and evidence-based investigation and disciplinary documentation.
- Communicate outcomes professionally while protecting confidentiality.
- Establish mechanisms for monitoring, follow-up, and continuous improvement.

Who Should Attend

This course is designed for HR directors and managers, employee relations specialists, HR business partners, HR operations professionals, workplace investigators, HR advisors, and professionals responsible for disciplinary procedures, grievances, complaints, or employee relations.

It is also suitable for department heads, line managers, supervisors, operations managers, legal and compliance professionals, internal control specialists, and senior managers who may be responsible for initiating, participating in, or approving workplace investigations and disciplinary decisions.

The program is particularly relevant to government entities, ministries, banks and financial institutions, oil and gas organizations, manufacturing and industrial companies, construction organizations, utilities, transportation and logistics companies, and large private-sector institutions seeking to strengthen employee relations governance and consistent workplace practices.

Learning Outcomes

- Upon completion of the course, participants will be able to:
- Assess employee relations cases and determine the appropriate response pathway.
- Identify whether a matter requires informal resolution, grievance handling, investigation, or disciplinary action.
- Review relevant policies and procedures before initiating formal action.
- Develop investigation plans with clear scope, objectives, and lines of inquiry.
- Conduct structured interviews with complainants, respondents, and witnesses.
- Apply effective questioning techniques while maintaining neutrality.
- Collect and evaluate documentary, digital, and testimonial evidence.
- Distinguish relevant facts from assumptions, opinions, and unsupported allegations.
- Maintain accurate and confidential investigation records.
- Analyze evidence and reach objective findings based on available information.
- Develop proportionate and consistent disciplinary recommendations.
- Identify procedural risks and potential weaknesses in case management.
- Prepare professional investigation reports and case documentation.
- Communicate decisions and outcomes appropriately to relevant parties.
- Establish effective follow-up and corrective action mechanisms.
- Develop an employee relations framework that supports fairness, consistency, and continuous improvement.

Course Outline

DAY 01

Foundations of Discipline, Grievances and Employee Relations

- Principles of effective employee relations management.
- Purpose and role of disciplinary procedures.
- Distinguishing misconduct, poor performance, grievances, and complaints.
- Types of workplace misconduct and employee concerns.
- Reviewing applicable HR policies and procedures.

DAY 01 — CONTINUED

- Roles and responsibilities of HR and management.
- Informal versus formal employee relations processes.
- Procedural fairness and consistency.
- Confidentiality and information management.
- Initial assessment and case classification.
- Common weaknesses in disciplinary and grievance processes.

PRACTICAL APPLICATION

Analyze a series of workplace cases and determine the appropriate pathway for each matter.

DAY 02

Disciplinary Procedures and Decision-Making

- Stages of a disciplinary process.
- Preliminary assessment and fact gathering.
- Employee notification and opportunity to respond.
- Documentation of disciplinary concerns.
- Investigating alleged misconduct.
- Assessing the seriousness and impact of misconduct.
- Proportionality and consistency in disciplinary decisions.
- Verbal and written disciplinary measures.
- Escalation and repeated misconduct.
- Mitigating and aggravating circumstances.
- Manager and HR responsibilities during disciplinary cases.

PRACTICAL APPLICATION

Review a disciplinary case, assess the available information, and develop an appropriate and proportionate response.

DAY 03

Grievance Handling and Workplace Complaint Management

- Principles of effective grievance management.
- Receiving and acknowledging employee complaints.
- Classifying grievances and workplace concerns.
- Assessing urgency, sensitivity, and potential impact.
- Informal resolution and facilitated discussions.
- Formal grievance procedures.
- Managing interpersonal and workplace conflicts.
- Handling sensitive and complex complaints.
- Employee communication during grievance processes.
- Escalation and resolution mechanisms.
- Follow-up and monitoring after resolution.

PRACTICAL APPLICATION

Manage a complex employee grievance from initial receipt through assessment, resolution, communication, and follow-up.

DAY 04

Workplace Investigations and Evidence Management

- Purpose and principles of workplace investigations.
- Investigation planning and defining scope.
- Establishing investigation objectives and questions.
- Identifying relevant evidence and information sources.
- Document and record review.
- Interviewing complainants and respondents.
- Witness interviews and corroboration.
- Effective questioning and active listening.
- Assessing credibility and consistency of information.
- Maintaining neutrality and avoiding investigator bias.

DAY 04 — CONTINUED

- Investigation documentation and confidentiality.

PRACTICAL APPLICATION

Conduct a simulated workplace investigation involving interviews, evidence review, findings analysis, and case documentation.

DAY 05**Investigation Findings, Disciplinary Outcomes and Governance**

- Analyzing evidence and determining findings.
- Establishing fact-based conclusions.
- Preparing investigation reports.
- Connecting findings with organizational policies.
- Developing disciplinary recommendations.
- Ensuring consistency and proportionality of outcomes.
- Communicating decisions and investigation outcomes.
- Managing corrective and preventive actions.
- Case records, documentation, and auditability.
- Monitoring employee relations trends and recurring issues.
- Strengthening governance of disciplinary and grievance processes.
- Continuous improvement of workplace investigation practices.

FINAL WORKSHOP

Manage an integrated workplace case from complaint and initial assessment through investigation, evidence analysis, interviews, findings, disciplinary decision, communication, corrective action, documentation, and follow-up, while applying principles of fairness, confidentiality, consistency, and sound employee relations governance.



Register or Request More Information

Course page: <https://quest-training.com/courses/disciplinary-procedures-grievance-handling-workplace-investigations-training-course>

Website: <https://quest-training.com>

Email: info@quest-training.com

Phone: +905016771440

