

COURSE OVERVIEW

# Dealing with a Grievance

TIMD-101



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This course shows how early, proactive management can prevent grievances from escalating into formal disputes. Learners will explore best practices, including informal resolution, clear communication, and mediation, to support fair treatment across teams. They will also develop skills to manage conflict constructively, uphold procedural fairness, and foster a positive workplace culture.

## **Module 1: Dealing with a Grievance**

Workplace grievances should be handled promptly and fairly using clear procedures to prevent escalation and maintain trust.

- Employee Rights
- The definition of a grievance
- How to recognise a potential grievance
- Trade Union Membership rights
- The procedures to be followed
- Useful tips
- Getting advice
- How to avoid claims of unfair dismissal

**Suitable for:**

Managers, Supervisors, Team Leaders and HR Professionals.

**Skills achieved:**

- People Skills (Basic)

**Related Resources:**

- Gross Misconduct Assessment
- Disciplinary Penalty Process Audit
- Misconduct reliability Checklist
- Covert Surveillance Justification Checklist
- Disciplinary Hearing Planning Checklist
- Disciplinary Penalty Checklist
- Misconduct Guidance for HR
- Conducting a Disciplinary Hearing Checklist
- Whistle-blower checklist
- Potential Misconduct Incident

**Benefits:**

The Delegate will receive a Total Quality Assured (TQA) certificate of achievement upon successful completion.

**Estimated Time:**

30 Minutes

**Related Courses:**

- Anti-Bullying and Harassment
- Disability Awareness
- Effective Feedback
- Effective Interpersonal Skills