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COURSE BROCHURE

Employee Relations, Grievance and Disciplinary Handling Training Course

12 – 16 September 2027
Amman

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Registered in the United Kingdom and Saudi Arabia

Employee Relations, Grievance and Disciplinary Handling Training Course

Ref: 1005_38037 **Date:** 12 – 16 September 2027 **Location:** Amman **Fees:** 3300 GBP

Employee Relations, Grievance and Disciplinary Handling is a 1-week training course for HR officers, employee relations advisers and supervisors who handle casework, and it builds an employee relations casework playbook. Fair, consistent handling of complaints, conduct concerns and collective issues now shapes trust, retention and legal exposure across every workforce. Jupiter Prime Training delivers this employee relations course for practitioners who carry cases from first concern to closure.

Why Employee Relations Matters Now

Three forces shape employee relations today: hybrid and shift-based workforces that raise more conduct and fairness questions, employees who expect transparent and timely responses to concerns, and employee representatives who want earlier consultation on change. An organisation that handles cases well keeps disputes small, protects managers and strengthens engagement; one that handles them badly faces escalating grievances, tribunal-style claims and visible damage to morale. The course rests on the principles of natural justice, proportionate sanctions and documented procedure, together with the reporting discipline of ISO 30414 for human capital metrics.

Who Gains Most from Employee Relations

- HR officers who open, track and close grievance and disciplinary files
- Employee relations advisers who coach line managers through formal hearings
- Supervisors who hold first conversations about conduct and attendance
- Investigation officers who gather statements and weigh evidence
- Staff representatives' liaison contacts who prepare consultation meetings

Shared service HR teams gain most when an adviser and several supervisors attend together, because they leave with one agreed route for raising, hearing and closing cases.

Employee Relations Capabilities

Participants practise the judgements behind each stage of a case, from the informal chat to the appeal hearing, so that outcomes stand up to scrutiny.

- Assess whether a concern needs informal resolution or a formal route — line manager and HR adviser
- Plan a fair workplace investigation with clear terms of reference — investigating officer
- Conduct grievance and disciplinary hearings that follow natural justice — hearing chair
- Weigh evidence and select a proportionate sanction — decision maker and appeal panel
- Design a consultation approach for collective issues — staff representatives and leadership
- Build case records and metrics that reveal employee relations trends — HR leadership

Key Employee Relations Terms

- Grievance — a formal concern, problem or complaint an employee raises with the employer about work, colleagues or treatment.
- Disciplinary procedure — the documented stages an employer follows when addressing misconduct or poor conduct, from warning to dismissal.
- Natural justice — the principle that a person hears the allegation, sees the evidence and responds before any decision is taken.
- Terms of reference — the written scope of an investigation, naming the allegations, the investigator and the expected timeline.
- Proportionate sanction — an outcome that matches the seriousness of the misconduct, the employee's record and any mitigating factors.
- Collective consultation — structured discussion with employee representatives before decisions affecting groups of staff.

Employee Relations Day by Day

Day 1: The Employee Relations Climate

- Employment Relationship and Psychological Contract — Expectations Behind Trust
- Engagement Pulse Signals — Spotting Early Friction in Teams
- Informal Resolution Conversations — Settling Concerns Before Formal Routes
- Employee Voice Channels and Forums — Raising Issues Without Fear
- Employee Relations Policy Map — Consistent Handling Across Sites

Day 2: Grievance Handling

- Grievance Intake and Triage Checklist — Choosing Informal or Formal Route
- Grievance Meeting Structure — Hearing the Complaint Fully and Fairly
- Bullying and Harassment Complaints — Protecting Complainant and Accused
- Mediation and Facilitated Discussion — Restoring Working Relationships
- Grievance Outcome Letters and Appeals — Closing Cases Transparently

Day 3: Workplace Investigations

- Investigation Terms of Reference — Scoping Allegations and Investigator Role
- Witness Interview Planning and Questioning — Gathering Reliable Accounts
- Documentary and Digital Evidence — Weighing Reliability and Relevance
- Balance of Probabilities Reasoning — Reaching Defensible Findings
- Investigation Report Template — Separating Facts, Findings and Recommendations

Day 4: Disciplinary Decisions and Collective Issues

- Disciplinary Hearing Protocol — Natural Justice and Right of Reply
- Sanction Matrix and Mitigation — Proportionate Warnings and Dismissal
- Conduct Versus Capability Distinction — Choosing the Right Procedure
- Collective Consultation Planning — Engaging Representatives on Change
- Collective Dispute Resolution Stages — Preventing Escalation Across Groups

Day 5: Practising the Employee Relations Casework Playbook

- Manufacturing Shift Case Simulation — Applying Triage and Investigation Steps
- Healthcare Rota Grievance Role Play — Running Hearing and Outcome
- Case Tracking Dashboard — Monitoring Volumes, Timeliness and Outcomes
- Manager Coaching Scripts — Preparing Supervisors for First Conversations
- Employee Relations Casework Playbook — Routes, Templates and Escalation Points

Applying Employee Relations After the Course

- Audit open grievance and disciplinary files against the triage checklist and close any stalled cases
- Run a briefing for supervisors on informal resolution conversations using the coaching scripts

Employee Relations Questions FAQ

What is employee relations and why does it matter now?

Employee relations is the way an organisation manages its relationship with staff through communication, grievance, discipline and consultation. It matters now because workforces expect fair, transparent handling of concerns, and poorly handled cases quickly damage trust and engagement.

Which roles gain most from employee relations grievance and disciplinary training?

HR officers, employee relations advisers and supervisors gain most. They handle the first conversations, investigations and hearings, so consistent methods help you keep outcomes fair and defensible.

How does employee relations grievance and disciplinary training differ from a labour law course?

This employee relations training focuses on handling cases in practice rather than interpreting legislation. You practise intake, investigation, hearings and consultation, while a labour law course concentrates on statutory rights and legal interpretation.

What do you bring back from employee relations grievance and disciplinary training?

You bring back a casework playbook with triage routes, investigation and hearing templates, a sanction matrix and escalation points, ready to share with your HR team and supervisors.

Employee Relations: The Way Forward

The employee relations casework playbook first informs how a new concern is triaged and which route it follows. HR officers, advisers and supervisors use it to keep handling consistent across sites and shifts. After its first use, revisit the case tracking figures to see where delays or repeated issues point to a wider climate concern worth addressing through consultation.