



Please note that this outline is only intended as a guide and that any event can be customised to suit you.

Events are run using a mix of trainer-led sessions, hands-on practice and group discussions.

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Managing Discipline

(1 day)

“Your staff are your major (and vital) resource for doing the job – manage the discipline & you will help to get the best out of them.”

Benefits

To be able to manage discipline (not only fairly but also legally) is a challenge to managers in most situations. A good Discipline Procedure will help maintain both performance & conduct, and also support your Performance Management process.

Aim

To enable managers to set up, and use with confidence, an effective discipline procedure, as a key part of their overall Performance Management Strategy.

Objectives

By the end of the training you will be able to...

- Recognise the importance of good & consistent discipline procedures in support of effective performance management
- Demonstrate the key skills of giving feedback
- Understand the key elements of the ACAS Code of Practice
- Identify the concepts and practical applications of both informal and formal approaches to discipline

Content

- Managing discipline as part of Performance Management
- Aspects of good discipline management and leadership
- Setting performance expectations
- Key feedback skills – positive and critical feedback, reflective listening and questioning
- Informal Approaches – dealing with conflict and mediation
- Formal Approaches to discipline – employment law, what to record, managing and conducting the disciplinary meeting
- Dismissal – unfair dismissal, ‘reasonableness’, reasons for dismissal
- Grievance procedures and managing absence
- Overview of the ACAS Code of Practice