

Managing conduct

A 90-minute virtual session

Overview

This virtual session focuses on how to manage disciplinary issues effectively.

The emphasis is on the use of a structured approach, with problems identified early and managed positively and proactively. The session builds knowledge and confidence in handling these issues objectively, fairly and appropriately in line with internal policies / procedures, best practice and legal requirements.

This virtual session can be complemented by separate sessions on 'Workplace investigations', 'Managing capability' and 'Managing grievances'.

Learning objectives

- Understand the benefits of managing conduct proactively
- Be able to manage conduct informally where appropriate
- Understand how to take formal disciplinary action in line with policies and procedures
- Be clear on the manager's role and responsibility at each stage
- Appreciate the employment law issues involved

Audience

Anyone in an organisation of any sort with responsibility for managing conduct – or with responsibility for advising managers.

- HR professionals
- Line managers

Special feature

This programme can be tailored to particular settings.

Virtual session outline

1 Welcome, agenda, overview

- Objectives and agenda

2 Identifying conduct issues

- Performance issues – conduct v capability
- Setting clear standards and the need for evidence
- Getting to root cause
- Closing the gap

3 Managing conduct

- Purpose and benefits of taking action
- Rules and procedures

4 Informal action

- Taking effective informal action
- 10 key steps

5 Formal disciplinary action

- Ordinary and gross misconduct
- Investigations into allegations of misconduct
- Formal hearings – procedure and outcomes
- Roles and responsibilities
- Right of appeal

6 Employment law

- Unfair dismissal – the test of reasonableness
- Discrimination law

7 Scenarios

- Taking appropriate action
- Challenging situations

8 Action plans and next steps

For a no-obligation discussion about running this session for your organisation on an in-house basis, just give us a call on **01582 463462**.