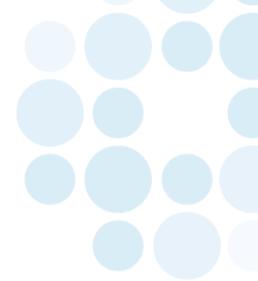


Shropshire HR Training



Managing Workplace Grievances

Duration

3 hours - face-to-face workshop

Cost: £75

Course Overview

Handling workplace grievances fairly and confidently is essential for maintaining trust, resolving issues early and preventing unnecessary escalation or costly claims.

This practical workshop gives managers a clear understanding of what a grievance is, and the steps required to follow a fair and reasonable process in line with good practice and the ACAS Code.

Course aims:

- To understand the different types of grievances and their impact
- To recognise roles and responsibilities in the grievance process
- To develop skills for early conversations to support informal resolution
- To learn how to plan and conduct investigations effectively
- To gain confidence in making decisions and communicating clear outcomes
- To understand key legal principles underpinning a fair process

Who is this course for?

This course is for managers, supervisors or team leaders, who want to develop understanding and gain confidence in handling employee concerns fairly.

Booking

Please email shropshirehr@shropshire.gov.uk for further information and to book your place.

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