

Module Ref
Module Title

EM01
**How to Handle Difficult
Employees in the Workplace**

Course Introduction

This seminar concentrates on the process involved in managing and handling a range of 'people problems' in the workplace and advises on your and their legal rights.

Course Objectives

The Seminar/Workshop will introduce delegates to the Statutory Discipline & Grievance Procedures; aid their understanding of Gross Misconduct and advise on how to tackle misconduct, poor performance and absences. It will also provide an opportunity to discuss problems with others at the seminar who may have similar situations



Learning Outcomes

- * To understand employer's obligations and employees' rights in relation to discipline and grievances in the workplace
- * To know what procedures must be put in place
- * To participate in a mock disciplinary hearing
- * To know how best to tackle issues of misconduct, poor performance and unsatisfactory attendance
- * Develop best practice in these areas

Who Should Attend?

Owner Managers, HR personnel and line managers who have responsibility for the supervision of staff.

The Presenter

Irene Keith is an Employment Law Adviser with Juridical Limited who obtained her law degree from Aberdeen University and has a Masters Degree in Employment Law from Robert Gordon University. She has experience of working in the oil industry, was a local councillor on Aberdeen City Council and has experience of small businesses having run her own for several years.

Certificates

Each delegate will receive a certificate of attendance on completion of the seminar.

Course Duration

Full Day
9.30 am – 4.30pm