

# HRSINGAPORE

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## Handling Grievances, Discipline and Termination Workshop (21st Intake)

- 19th April 2016

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### Introduction

In the War for Talent in creating a high performance organization, employee must be engaged, committed, involved and motivated. However with rapid changes in market forces couple with changes in company policies and procedures, employee may feel that they are not properly treated or consulted resulting in feeling of injustice. If this grievance is not detected and surface, the aggrieved employee may keep it to himself. This will lead to low morale, poor work performance, bad attitude and resignation. If such individual grievance is unresolved, it may result in a group grievance and affect excellent service or operational delivery. Occasionally, the employee may commit misconduct and this will result in disciplinary action.

This 1-day workshop provides participants with a good knowledge of the legal requirements for grievance and disciplinary handling, establishes grievance and discipline procedures, conduct grievance and discipline meeting, identify and minimize grievances.

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### Course Objectives

- Define Grievances
- Identify the Types of Grievances
- Minimize and Validate Grievances
- Participate in Active Listening
- Identify Factors that affect Grievance Handling
- Handle and Establish Grievances Procedures
- Define Misconduct and Discipline
- Determine the Difference between Termination and Dismissal

- Comply with the Legal Requirements on Termination and Dismissal
  - Distinguish the Types of Termination
  - Apply the principle of Hot Stove Rule, Progressive Disciplinary Action and the Rules of Natural Justice
  - Define Counseling
  - Differentiate Coaching from Mentoring
  - Define Minor, Major and Gross Misconduct
  - Define Code of Conduct and Code of Ethics
  - Establish Disciplinary Matrix and Framework
  - Establish Checklist for Disciplinary Action
  - Prepare and Conduct the Termination Meeting
  - Conduct Investigation and Establish Board of Disciplinary Inquiry
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### **Course Outline**

- Understanding Grievances and Disciplinary
- Handling Grievance and Disciplinary Situations
- Understanding the Factors Impacting Grievance Handling
- Reducing Grievances
- Understanding the legal requirement involved in Grievances, Discipline and Dismissal processes
- Implementing Grievances and Disciplinary policies and procedures
- Managing Grievances and Disciplinary situations in a timely and effective manner
- Adopting Effective Questioning Technique and Active Listening
- Distinction between a minor infringement, a major infringement and Gross Misconduct
- Understanding the difference between Termination and Dismissal
- Understanding different types of Termination
- What is Discipline?
- Understanding the Progressive Disciplinary Action Process
- Preparing for a Disciplinary Hearing
- What is Counseling?
- Understanding the difference between Coaching and Mentoring
- Why Have a Code of Conduct?

For details, please click on: <http://hrsingapore.org/grievances/>

## **Trainer**

Mr. Lawrence Png has worked in Indonesia for two and a half years as the Corporate HR Director for two Indonesian companies. He was the HR Director for Polo Ralph Lauren Sourcing Pte Ltd and DTZ Debenham Tie Leung (SEA) Pte Ltd, Senior Consultant for Singapore Sports Council and his last corporate role was the Senior HR Manager for SMRT.

Over the last 20 years, Lawrence has worked and consulted with several senior management teams in diverse industries, including Aerospace, Shipping, Manufacturing, IT, Textile, EPC and FMCG.

He started his career as an Industrial Relations Officer with the National Trade Union Congress in 1979 and later played major roles as a strategic business partner advising and coaching several senior management teams in local and multinational companies in human resources issues and challenges to support and achieve business goals.

Lawrence possesses a Bachelor Degree in Business Administration, a Diploma in Training and Development and a Diploma in Personnel Management.

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## **Past Participants Comments**

- *"Mr Png is knowledgeable and I enjoyed this session tremendously!"* - Irene Soh, Supreme Court
  - *"Every topic is useful, especially Discipline"* - Kym Ko, Nagase Singapore (Pte) Ltd
  - *"Concepts are detailed and actual cases are discussed to enhance understanding of subject matter."* - Tan Wei Ling, AETOS Security Management Pte Ltd
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## **Some of Past Participants Companies**

- Agency for Science, Technology & Research
- Alexandra Hospital
- Bishan-Toa Payoh Town Council
- British American Tobacco Singapore
- City Developments
- Courts (Singapore)
- Cycle & Carriage
- Economic Development Board
- Gucci Singapore
- HSBC Private Bank (Suisse) SA
- Inland Revenue Authority of Singapore
- McDonald's Restaurants

- Ministry of Education
  - NTUC Income
  - Watsons Personal Care Store
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### **Administrative Details**

#### Scheduled Date

- 19 April 2016

#### Duration

- 9 am to 5.30 pm

#### Cost

- S\$650 for [Community](#) Subscribers
  - PIC Claimable
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### **Certificate**

Certificate of Attendance will be awarded upon attendance and successful completion of the workshop.

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