TRAINING OUTLINE

COURSE TITLE	Guiding Success: Leadership Strategies for Managing Difficult Employees
DURATION	1 day

Introduction

This 1 day interactive program will enable participants to have a better understanding and hands-on experience of managing difficult employees, handling disciplinary and termination procedures in order to achieve better industrial harmony and greater productivity.

Training Objective

- Develop a clear understanding of the proper procedures for managing difficult employees in accordance with established industrial relations practices.
- Identify and avoid potential legal and procedural pitfalls to prevent issues from escalating into costly legal or industrial disputes.

Who Should Attend?

Business owners, heads of Department / Line Managers, executives / supervisors / team leaders, human resource practitioners

Learning Methodologies

- Trainer led interactive presentation
- Case studies and analysis
- Individual work exercises

Course Content

Module 1:

- Introduction
- Managing misconducts
- Managing poor performance – Performance Improvement Plan (PIP)
- Conflict Resolution, Counselling, Grievance Procedure

Module 2:

- Pre-Domestic Inquiry
- Domestic Inquiry
- Post Domestic Inquiry
- Mock DI