

OUTLINE

Employee Dispute Resolution

Lesson 1

Course Overview

We Spend the first part of the day getting to know participants and discussing what will take place during the session. Participants will also have an opportunity to identify their personal learning objectives.

Lesson 2

What is Peer Review?

To Begin, participants will discuss what the peer review process is and is not.

Lesson 3

Initiating the Process

This Session will consider the first three phases of this procedure: submitting a grievance, notifying the defendant, and obtaining witness statements.

Lesson 4

The Peer Review Panel

During This session, participants will learn who must be on the peer review panel.

Lesson 5

Asking Questions

Next, Participants will hone their questioning and probing skills.

Lesson 6

The Peer Review Process

This Session will introduce participants to the remainder of the peer review process: preparation, the hearing itself, and the decision making process.

Lesson 7

Panel Walkthrough

The Majority of the afternoon will be spent job playing a peer review scenario.

Lesson 8

Why Does the Process Fail?

To Wrap things up, participants will explore common reasons why the peer review process fails and how to prevent or solve these problems.

Lesson 9 Workshop

Wrap-Up

At The end of the day, students will have a chance to ask questions and fill out an action plan.

This course can be fully customised for your business team.
Please contact us for more details and our team will happy to assist.

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