



GRIEVANCE HANDLING TRAINING

Resolve Workplace Disputes Effectively & Foster a Positive Work Environment

This training equips supervisors, managers, and HR professionals with the skills and knowledge needed to handle workplace grievances efficiently and fairly. Learn structured grievance procedures and conflict resolution techniques to enhance workplace harmony.

WHY ATTEND THIS TRAINING?

Understand Grievances – Learn what constitutes a grievance and how it impacts the workplace
Identify Root Causes – Recognize common workplace issues leading to grievances
Develop Effective Resolution Strategies – Address grievances constructively to prevent escalation
Enhance Workplace Productivity – Reduce disputes that impact employee morale and efficiency
Ensure Legal Compliance – Navigate grievance procedures within labor laws and industrial relations frameworks



KEY TRAINING MODULES

Meaning and Characteristics of a Grievance – Understanding personal and collective grievances
Common Workplace Grievances – Pay, working conditions, disciplinary actions, and more
Causes and Effects of Grievances – Identifying and mitigating workplace dissatisfaction
Stages of Grievance Handling – Step-by-step approach from employee complaints to resolution
Roles of Management and Unions – Collaborative approaches to addressing grievances
Legal Framework and Industrial Court Procedures – Understanding labor laws and legal resolutions
Effective Grievance Interviewing – Best practices for handling grievance discussions
Creating a Proactive Grievance Management System – Policies to prevent and resolve conflicts

WHO SHOULD ATTEND?

Supervisors and Managers – Manage workplace grievances with confidence
HR Professionals – Strengthen dispute resolution and compliance
Union Representatives – Advocate effectively for employee concerns
Business Owners and Executives – Ensure fair and lawful grievance procedures

TRAINING METHODOLOGY

Expert-Led Presentations – Insights from experienced labor relations professionals
Case Studies and Real-World Scenarios – Learn from actual grievance cases
Interactive Learning Materials – Gain access to practical HR tools
Q&A Sessions with Legal Experts – Get answers to complex grievance-related issues

**ENSURE FAIRNESS & TRANSPARENCY –
BUILD A WORKPLACE OF TRUST AND RESPECT!**

CONTACT US

Location: JM Gichuru Lane, ASK Showground
Nakuru City

Mailing Address: P.O Box 12967 -20100, Nakuru

Mobile: +254 722 289 051

Office: +254 797 289 317

Email: legal@mwangikinyanjuiadvocates.com

Website: www.mwangikinyanjuiadvocates.com

