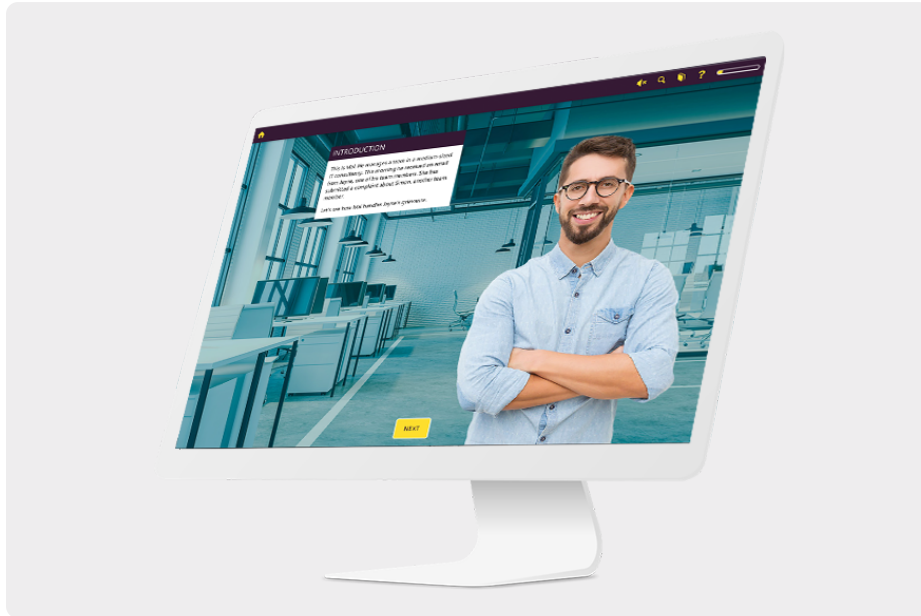


## Managing Grievances

An engaging short course on managing grievances, both formal and informal, for an effective outcome



## Course Overview

When managing grievances, it is vital that all sides receive a fair hearing and treatment from management.

Our Managing Grievances short course ensures managers are able to handle grievances and the associated processes well, whether formal or informal grievances have been raised. Using a scenario to help learners' understanding, the course is suitable for managers and people with aspirations to become managers.

## Key Learning Points

- Define what constitutes a grievance
- Describe the grievance process
- Differentiate between informal and formal grievances
- Follow the principles of managing grievances informally and formally
- Understand the importance of fairness in the grievance process

Learn More



Technical Requirements



## Guide Pricing

1+ Licenses £29 per learner

11+ Licenses £25 per learner

21+ Licenses £20 per learner

51+ Licenses £15 per learner

101+ Licenses £10 per learner

\*guide prices are per learner, per year

For 150+ learners, please contact us for a quote by telephone or email:

[enquiries@delta-net.co.uk](mailto:enquiries@delta-net.co.uk)

+44 (0)1509 611019

## Great Value Package

You can buy this course on its own or for greater value why not buy the full package of Performance Training courses?

For more info visit:

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