

Manage Grievances with People-Centered Technique

WORKSHOP OBJECTIVE

This workshop is specially designed to provide practical solutions utilizing a combination of behavioral and people-centered techniques to handle workplace grievances and managing disputes. It focuses primarily on “How” to effectively handle challenging situations that manages the emotional state and wellbeing of the employees and ensuring fairness in grievance resolution.

WORKSHOP OUTLINE

- Analyze legislative requirements on grievance management policy, review and compliance in organization's context
- Introduce structured Grievance-Handling approach using validated by practice People-Centered technique
- Apply and address different scenarios and challenging situations in a unionized and non-unionized environment, ensuring consistency, fairness, and transparency in addressing employee concerns.
- Establish proper records and documentation process where all interactions and agreements are followed through with commitment by all involved parties
- Handle difficult conversation and maintain engagement with involved parties to ensure agreed outcomes are implemented

METHODOLOGY

Evidence-based learning with case studies, questionnaire/quiz, experiential and curated role play, group discussions, facilitation and sharing, critique and review.

FOR WHO

Human Resources | Managers | Supervisors | Team Leaders | Employees with supervisory roles

FACILITATOR

Anne Go has held various Human Resources roles across private corporations and public sector, spending at least 12 years with the Ministry of Manpower from Human Resources to leading Corporate Services, Corporate Planning, Organization & Learning Development teams in the last stint. In her 25 years of professional experience, she was also involved in sales and marketing, strategic workforce planning and developmental training. Among the successful implementation of initiatives, Anne has helped organizations to develop new or redesign human resources frameworks, curated change management processes to increase quality, customized training programs, streamlined and digitalized HR processes.

Anne holds two master's degrees, Master of Counselling from Monash University and Master of Management in Human Resource Management from Macquarie University. As a HR Practitioner and trained Counsellor, the dual roles allow her to integrate therapeutic approaches into HR practices, enhancing employee well-being at the forefront of organizational strategies. Anne also believes in being socially responsible. She commits her time in doing community work and is currently serving as a management committee member at Lighthouse School.