

Manage Grievances with People-Centered Technique

DATE/TIME

30 September 2026,
Wednesday
9.30am to 5.30pm

VENUE

Metropolitan YMCA
60 Stevens Road
Singapore 257854
(Nearest is Stevens MRT
Station - DTL & TEL)
(Free parking until full)

FACILITATOR

Anne Go
Director, Learning &
Consulting | Counsellor
Eliteus Pte Ltd

CLASS SIZE

6-16 participants

WORKSHOP FEE

S\$580 per participant,
includes a workbook, e-
certificate, lunch and tea-
breaks.

REGISTRATION & PAYMENT

Please click or scan the
QR Code to register.
Registration closes
on 21 September 2026.



PayNow to
UEN 202300242C

MORE INFORMATION

Email to
enquiry@eliteus.com.sg

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

- Legislative requirements on grievance management policy, review and compliance in organization's context
- Structured Grievance-Handling approach with evidence-based People-Centered technique
- Overview of proper records and documentation process
- Practitioner's application and address different scenarios and challenging situations in a unionized and non-unionized environment, ensuring consistency, fairness, and transparency in addressing employee concerns
- Management of difficult conversations and sustained 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 has served as a Chair for the Human Resources sub-committee at the Singapore Association of the Visually Handicapped and also the management committee member at Lighthouse School.