Manage Grievances with People-Centered Technique

Eliteus Pte Ltd

DATE/TIME

9.30am to 5.30pm
(7 hours)

VENUE

TBA

FACILITATOR

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

CLASS SIZE

6-16 participants

WORKSHOP FEE

S$680 per participant, includes a workbook, e-certificate, lunch and tea-breaks.

MORE INFORMATION

Email to enquiry@eliteus.com.sg

Note: Minimum group size is required for a confirmed class. Eliteus reserves the right to postpone/cancel the scheduled session before its commencement if minimum class size is not met. The workshop venue may also be subject to change.

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 and compliance
- Structured Grievance-Handling approach using validated by practice People-Centered technique
- Different scenarios and challenging situations in a unionized and non-unionized environment
- Documentation Process and proper records keeping
- Process of handling 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.