

How to Effectively Manage Staff Grievances Workshop



Why do you need this program?

It is so common for most organizations to face employees having complaints in the workplace. Their complaints are different. Some of them may be related to the immediate supervisors' management skills or the interaction with other team members. Some may be caused by the dissatisfaction of existing company's justices related to pay and benefits, or job requirements, or work conditions or other aspects of their employments. Handling and resolving employee grievances is usually not an easy task for the company's management and HR department.

Perhaps your company has already encountered staff grievances, **have you thought whether you have proper policies and procedures to handle them and, whether you can minimize or even eliminate the staff grievances.**

Who is this program for?

The workshop is particularly relevant for HR managers and professionals who are expected to handle staff grievances and improve the workforce harmonization.

Program outline

The purpose of this workshop is to provide some insights to what has worked in establishing or reviewing the relevant staff grievance policy and improving workforce harmonization. Participant will get specific knowledge on how to handle staff grievance and employee relationship effectively.

At the end of the workshop, participants will be able to answer:

- Why is there a staff grievance?
- What kinds of staff grievance may the company face to?
- Analyzing potential staff grievances and understanding the reasons behind.
- What are the procedures of handling staff grievances?
- Policies of reporting staff grievance
- Effective ways of preventing and managing staff grievances
- Insights of building an engaged workforce.

Date & Time: 19th February, 2020 (Wednesday) 9:30am – 5:30pm

Venue: Room 2101, 21/F., Gala Place, 56 Dundas Street, Kowloon (Yaumatei MTR Exit A2)

Language: Cantonese with English terminology

Fee: HKD2,300 / *HKD2,150

*Discount for payment settled on or before 29th January 2020, or 3 delegates apply together.

Certificate: Participants who successfully complete this course and have 80% attendance will be issued a Certificate of Attendance

Enquiry: Tel: 21539887 Email: training@ced.edu.hk

Enrolment:

Please make cheque payable to “CED School of Business Limited” and send it together with this form to: CED School of Business, Room 1314, 13/F., Gala Place, 56 Dundas Street, Mong Kok, Kowloon

Trainer:

Dr Phiyon Lam

Doctor in Business Administration

Phiyon has possessed more than 25 years of experience in regional Human Resources Management with sizeable US-based and European global corporations in manufacturing, consumer products, supply chain and automation engineering industries across Asia Pacific region. She has held senior regional HR leader positions in those companies and is now working as a Management Consultant.

Having in-depth working experiences in human resources management under global business environment, Phiyon is equipped with comprehensive expertise in optimizing and turning around organization performance for organization change, merge and acquisition. She is also good at formulating and executing organization development strategies including talent recruitment, development and retention, performance management, compensation and benefit system establishment. Phiyon obtained her Doctor Degree in Business Administration and Executive Master Degree in Business Administration from the City University of Hong Kong.

Enrolment Form

How to Effectively Manage Staff Grievances Workshop (19 Feb 2020)

Applicants should fill in all details in block letters and fax to (852) 2770 3230 or e-mail to training@ced.edu.hk

Company Name:		Contact Person Name:	
Address:		Telephone:	
		Position:	
		Email:	
Delegate Name (Mr/Ms):		Delegate Name (Mr/Ms):	
Position:		Position:	
Telephone:	Fax:	Telephone:	Fax:
Mobile:		Mobile:	
Email:		Email:	

- ✓ Seats are limited and available on a first-come-first-served basis.
- ✓ Confirmation of class schedule will be sent one week before class starts. If you do not receive any confirmation three days prior to the course, please call **(852) 2153 9887**
- ✓ Payment should be made together with the enrolment form before the course commencement or before the early bird deadline.
- ✓ Applicants are expected to attend the training at the place and time specified in the leaflet. In case of cancellation, please notify us in writing 14 working days prior to the event. Substitutions can be made at any time without penalty.
- ✓ Should a delegate fail to attend or withdraw after cancellation deadline, the full course fee remains payable and no refund.
- ✓ Official receipt will only be issued upon written request.
- ✓ Training Services Provider reserves the right to make alternations regarding arrangements.
- ✓ Which channel do you get the information of this training courses? 1. Fax 2. Email 3. Website 4. Seminar 5. Facebook 6. LinkedIn 7. Advertisement 8. Business Manager 9. Others: (Please specify) _____

All the above information will be strictly used by CED School of Business for processing the application of the course only. For the details of the Personal Data (Privacy) Ordinance, please visit: <https://www.pcpd.org.hk/english/files/pdpo.pdf>

I agree and accept the above terms and conditions Signature: _____ Date: _____