

HANDLING GRIEVANCES

Week 7 Date ____/____/____

09:00 WHAT IS A GRIEVANCE?

Activity "Exploring grievance procedures" - page 7.2

Working in pairs, from different work places, look at the activity on page 7.2. Produce a flip chart explaining each of the four bullet points. Highlight any major differences between the procedures at the two workplaces. Use the finding of your workplace report from last week to help you.

09:50 FEEDBACK

Take feed back from all of the pairs, make notes of key points on the board.

Open discussion on recent / celebrated cases. List different grievance issues.

10:20 BREAK

10:40 HANDLING GRIEVANCES

Activity -Explaining grievance procedures, Page 7.8

Group 1	R	Group 2	R	Group 3	R	Group 4	R	Group 5	R

11:00 FEEDBACK

11:20 PUTTING IT INTO PRACTICE

Think of a situation where a member would consider going into grievance. Either using a real issue from your workplace or a fictitious one, think of an issue about which you, as a member, have become aggrieved. Work in pairs with a different partner. One act as the member, one as the union rep. The rep should then interview the member and find out all of the details of the case. They should then explain their workplace grievance procedure, the union's role in support and possible alternatives. When you have done this, change roles and interview the other way around. During the interview both should keep note of how the problem and the advice given.

12:00 LUNCH

Hull College TU Studies Department

Trade Union Representatives Stage 1

13:00 COURSE MEETING

	Name	Moved	Seconded
Chairperson			
Secretary			

AGENDA

<u>Apologies</u>			
<u>Minutes of Previous Meeting</u>	Moved	Seconded	vote
<u>Matters Arising</u>	Raised by	Issue	action
<u>Correspondence</u>	Raised by	Issue	action
<u>Workplace Issues</u>	Raised by	Issue	action
<u>Course Issues</u>	Raised by	Issue	action
<u>Motions</u>	motion	Moved Seconded	Vote for : - against : - abstain :
<u>AOB</u> Election of Chair / secretary			

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Trade Union Representatives Stage 1

14:00 DISCIPLINARY INTERVIEW ROLE PLAYS

Work in pairs at preparing the management case in the case studies. Take the role of a line manager - with a brief to resolve the matter at all cost and a personnel associate who, whilst agreeing in principle with the manager, also has to make sure all of the necessary protocols are followed.

14:20 BREAK

14:40 CONTINUE

Exchange case studies. Now, in your pairs, take the role of a Trade Union rep and a member in trouble. Prepare to defend the case with your member.

Role play disciplinary:-

Manager						
Personnel						
TU Rep						
Member						

Hold the interviews with the rest of the group as observers.

15:40 RECORDS OF ACHIEVEMENT

Page Number	Item	Level	How Achieved	Evidence
10	1.1	2	RP	PO, CF
10	4.1	2	GD	PO, CF
12	1.4	2	CM	Specific debate
12	2.3 - chair + sec	2	CM	PO

15:55 WORKPLACE REPORT

Workplace Report "Learning Opportunities for Members" - page 9.12