

MANAGING DISCIPLINE EFFECTIVELY

★ COURSE OVERVIEW

Addressing staff discipline issues is never easy and at times can be an absolute minefield of problems for managers. It is however, an issue that all managers and supervisors do have to deal with from time to time and being prepared and educated on the subject is the only way to ensure a trouble-free work environment. Notwithstanding this, the application of effective and fair processes is equally important from a staff morale and motivation perspective.

To assist managers to master this essential skill, AstroTech offers a training programme called "Managing Discipline Effectively".

The course covers the following key topics:

- Managing discipline effectively
- Disciplinary codes and procedures
- Fairness
- Handling misconduct
- Disciplinary hearings
- Investigations
- Managing grievances
- Grievance codes and procedures
- Managing poor performance
- Setting performance standards
- Performance measurement
- Counselling for improvement
- Discipline and dismissal
- Practical case studies and role plays to allow attendees to immediately test their newly acquired skills

...AND MUCH MORE!

IN-HOUSE TRAINING

WHAT'S INCLUDED

AstroTech Training will provide:

- A detailed manual/workbook and electronic copy of course material
- Professional presentation of the course content, case studies and practical exercises
- One month of free telephonic and e-mail support included
- Certificate of completion
- Delivery of course material *(unless otherwise arranged)*
- Travel and Accommodation for the Facilitator *(if required)*

PLEASE WILL YOU PROVIDE:

- A suitable training venue with data projector
- White Board and/or Flip Chart and markers
- Lunch and refreshments daily



COURSE INFORMATION

★ WHO SHOULD ATTEND

- Human Resource managers
- CEOs, IT managers, financial managers, production managers, mining managers
- Any manager who has staff reporting to them or deals with disciplinary processes

★ TAKE HOME TOOLS

- A detailed manual/workbook and electronic copy of course material
- Notepad & pen
- One month of free telephonic and e-mail support included

★ OUTCOMES

After attending this course you should:

- Have an understanding of the key issues relating to disciplining staff
- Have an understanding of how to improve performance
- Have an understanding of the grievance procedures

★ TERMS & CONDITIONS

- **PAYMENTS:**
Payment terms are **30** (thirty) days from date of course completion. The final invoice will be based on the **confirmed minimum number of delegates** provided as follows:
COURSES INSIDE GAUTENG: At least **SEVEN** working days prior to the course
COURSES OUTSIDE GAUTENG: At least **TEN** working days prior to the course
Absent delegates are charged for.
- **POSTPONEMENTS:**
POSTPONE WITHOUT COSTS: If you advise us **at least TWO** weeks prior to the course
PAY 25% OF THE COURSE FEE: If you advise us **less than TWO** weeks prior to the course
PAY 100% OF THE COURSE FEE: If you advise us **within ONE** week of the scheduled course
Once you have postponed, you **cannot** subsequently **cancel** without being liable for the **FULL** course fee.
A new date convenient to both parties will be agreed upon, however all postponements need to be utilised within **SIX** months of the original scheduled course date.
- **CANCELLATIONS:**
CANCEL WITHOUT COSTS: If you advise us **at least TWO** weeks prior to the course
PAY 50% OF THE COURSE FEE: If you advise us **less than TWO** weeks prior to the course
PAY 100% OF THE COURSE FEE: If you advise us **within ONE** week of the scheduled course
- **PRESENTERS:**
Should it be necessary, AstroTech Training reserves the right to substitute the presenter.
- **VENUE:**
If you have chosen to use the AstroTech Conference Centre as the venue for your training, the terms and conditions specific to Conferencing will be provided separately for your acceptance and signature.
- **COMMUNICATION:**
When a person registers on the AstroTech website, is registered on an AstroTech course or sends an email to AstroTech, that person consents to receiving communications electronically or otherwise from AstroTech and/or its business partners.
- **DISCLAIMER:**
AstroTech Training will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by AstroTech to the client.