



## UNDERSTANDING THE DISCIPLINARY PROCESS (1 DAY)

### INTRODUCTION

This programme will empower managers to initiate and chair substantively and procedurally fair disciplinary hearings to address workplace misconduct. Delegates will learn to apply disciplinary processes based on thorough preparation and in accordance with the obligations embodied in the Labour Relations Act and underpinned by the Code of Good Practice relating to dismissal.

### REFERENCES

***“I enjoyed the interactions, exercises, and the fact that the facilitator has knowledge coupled with experience in the subject.”*** ~ Eric Dlamini (National Health Laboratory Services)

***“The facilitator was well informed. The entire training was outstanding.”*** ~ Kgomotso Vundla (City of Ekurhuleni)

***“The facilitator was so clear, he responded to any question that were asked to him, and also asked us questions.”*** ~ Nelson (Seton)

***“Trainer was good, covered all aspects of the course and kept it interesting and enjoyable.”*** ~ Nicole Muller (Kevro Trading)

### WHAT THIS COURSE CAN DO FOR YOU...

- Provide you with step-by-step skills to deal with misconduct from incident to disciplinary measure implementation
- Ensure that you appreciate the difference between misconduct and incapacity
- Instil understanding of the requirements of procedural and substantive fairness
- Skills to investigate and formulate misconduct allegations
- Equip you with insights of the rules of evidence insofar as they contribute to effective discipline
- Understand the aims and methods to apply corrective and progressive discipline
- Provide you with initiator and chairperson skills
- Learn the structure and stages of an efficient disciplinary hearing
- Understand how to question witnesses
- Equip you with skills to make a fair decision of “guilty” or “not guilty”
- Learn how to determine a fair disciplinary measure

## TARGET AUDIENCE

The workshop will capacitate all individuals who may have to initiate and deal with workplace misconduct from cases of minor infringements of rules to serious misconduct necessitating a skilled and impartial chairperson. The tools and skills learnt will enable delegates to confidently handle the procedural and substantive fairness challenges posed by employees' non-compliance with workplace rules.

## COURSE CONTENT

### Introduction to Discipline in the Workplace

- Rights and obligations of employers and employees
- The difference between misconduct and incapacity
- Corrective and progressive discipline
- Fairness in disciplinary processes

### Investigating Misconduct

- Introduction and rules of evidence
- Suspension with pay
- Gathering information
- Formulating misconduct allegations
- Notifying an employee of a disciplinary hearing
- Preparing for a disciplinary hearing

### Conducting a Disciplinary Hearing

- The participants and their roles in a disciplinary hearing
- Stages in a disciplinary hearing
- Decision making responsibilities of a chairperson

### Personal Accountability & Commitment Plan

## TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role-plays
- Break-away sessions
- Relevant business exercises
- Presentations
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through 'doing' where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

## POST COURSE ASSISTANCE

### “Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



### Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

## KWELANGA BUSINESS & EXECUTIVE COACHING

Kwelanga Training now offers coaching on a one-to-one or team coaching basis. Issues covered are chosen by the organisation or the individual to ensure maximum focus is given to achieve measurable outcomes.

Coaching provided by certified professional business and executive coaches is key in transforming management and support staff's excellent performance to peak performance.

For further details contact:

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