

HUMAN RESOURCES | COURSE BROCHURE

Employee Relations and Grievance Handling

5 days | Classroom training | English

SMART HORIZON

info@smart-horizon.eu
Amsterdam
The Netherlands

Explore current programmes

https://smart-horizon.eu



Course content

Why attend

Workplace disputes, grievances and disciplinary issues must be handled fairly, consistently and lawfully. This course covers employee relations fundamentals: building positive relations, handling grievances, conducting investigations, running disciplinary hearings, managing appeals, documenting decisions and preventing escalation to tribunals.

Poorly handled grievances damage trust and create legal risk. You will learn fair, structured processes that resolve issues early.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Case scenarios, investigation practice, hearing role plays and documentation exercises.

Course objectives

By the end of this course, participants will be able to:
• Explain employee relations principles
• Handle grievances fairly and promptly
• Plan and conduct workplace investigations
• Run disciplinary and appeal hearings
• Document decisions properly
• Prevent and resolve disputes early

Target audience

This course is suitable for:
• HR officers and managers
• Employee relations specialists
• Line managers
• Investigators
• Union and staff representatives



Course content

Target competencies

Participants will develop competencies in:
- Grievance handling
- Investigation
- Hearing management
- Documentation
- Dispute resolution

Course outline

Day 1: Employee Relations Foundations

09:00–10:08	Positive employee relations
10:08–11:00	Legal principles
11:00–11:30	**Coffee break**
11:30–11:45	Legal principles (continued)
11:45–12:53	Policies
12:53–14:00	Exercise

Day 2: Grievances

09:00–10:08	Grievance process
10:08–11:00	Informal resolution
11:00–11:30	**Coffee break**
11:30–11:45	Informal resolution (continued)
11:45–12:53	Meetings
12:53–14:00	Role play

Day 3: Investigations

09:00–10:08	Planning investigations
10:08–11:00	Interviewing witnesses
11:00–11:30	**Coffee break**



Course content

11:30–11:45	Interviewing witnesses (continued)
11:45–12:53	Evidence
12:53–14:00	Practice

Day 4: Disciplinary Hearings

09:00–10:08	Hearing procedure
10:08–11:00	Decisions and sanctions
11:00–11:30	**Coffee break**
11:30–11:45	Decisions and sanctions (continued)
11:45–12:53	Appeals
12:53–14:00	Simulation

Day 5: Prevention

09:00–10:08	Early intervention
10:08–11:00	Mediation
11:00–11:30	**Coffee break**
11:30–11:45	Mediation (continued)
11:45–12:53	Reporting trends
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
London Confirmed dates	23 Nov 2026	27 Nov 2026	**€2,450.-**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.-**
Cape Town Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,890.-**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.-**
London Confirmed dates	11 Jan 2027	15 Jan 2027	**€2,450.-**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.-**
Rome Confirmed dates	1 Feb 2027	5 Feb 2027	**€2,450.-**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,250.-**
Vienna Confirmed dates	22 Feb 2027	26 Feb 2027	**€2,940.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.–**
Frankfurt Confirmed dates	15 Mar 2027	19 Mar 2027	**€2,650.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.–**
Barcelona Confirmed dates	29 Mar 2027	2 Apr 2027	**€2,840.–**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**€1,250.–**
Dubai Confirmed dates	19 Apr 2027	23 Apr 2027	**€3,150.–**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.–**
Istanbul Confirmed dates	10 May 2027	14 May 2027	**€2,650.–**
Online Confirmed dates	10 May 2027	14 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Amsterdam Confirmed dates	31 May 2027	4 Jun 2027	**€2,540.-**
Online Confirmed dates	31 May 2027	4 Jun 2027	**€1,250.-**
Cape Town Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,890.-**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.-**
Dubai Confirmed dates	5 Jul 2027	9 Jul 2027	**€3,150.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.-**
Rome Confirmed dates	26 Jul 2027	30 Jul 2027	**€2,450.-**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,250.-**
Barcelona Confirmed dates	16 Aug 2027	20 Aug 2027	**€2,840.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,250.-**
Dubai Confirmed dates	6 Sept 2027	10 Sept 2027	**€3,150.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,250.-**
Rome Confirmed dates	27 Sept 2027	1 Oct 2027	**€2,450.-**
Online Confirmed dates	27 Sept 2027	1 Oct 2027	**€1,250.-**
Paris Confirmed dates	11 Oct 2027	15 Oct 2027	**€2,860.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,450.-**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,890.-**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,250.-**
Vienna Confirmed dates	13 Dec 2027	17 Dec 2027	**€2,940.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

info@smart-horizon.eu
Amsterdam
The Netherlands

View the latest course details online