Email: info@gatewayconsulting.com | Phone: +96522968641
https://gatewayconsulting.com

GRIEVANCE HANDLING AND DISPUTE RESOLUTION

Start Date:	16/11/2026	**End Date:**	20/11/2026
Categories:	Human Resources	**Venues:**	Barcelona
Formats:	In Person	**Instructors:**	

OVERVIEW

How an organization receives and resolves grievances shapes both fairness and trust. This program sets out how to handle grievances correctly and resolve disputes within legal and policy limits. Participants learn the grievance process end to end, the resolution techniques that settle issues early, and the point at which a matter requires formal or external handling.

OBJECTIVES

By the end of this course, participants will be able to: – Describe a fair grievance process – Receive and assess grievances appropriately – Apply resolution and mediation techniques – Conduct a grievance meeting correctly – Resolve disputes within legal and policy limits – Document grievance handling defensibly

COURSE OUTLINE

1- The Grievance Process 2- Receiving and Assessing a Grievance 3- Informal Resolution 4- Conducting a Grievance Meeting 5- Mediation Techniques 6- Reaching and Communicating Outcomes 7- Handling Collective Grievances 8- When to Escalate 9- External Dispute Channels 10- Documentation and Records 11- Consistency and Fairness 12- Workshop: Grievance and Mediation Practice

TARGET AUDIENCE

HR practitioners, employee relations officers, and managers who handle grievances.

METHODOLOGY

The program uses grievance case studies and a mediation role-play. Participants practice handling and resolving grievances across the week with structured feedback.

CONCLUSION

Participants leave able to handle grievances fairly and resolve disputes early, protecting both the individual and the organization.

DAILY AGENDA

Day 1: The Grievance Process and Receiving a Grievance

Covers what constitutes a fair grievance process, how to receive and appropriately assess a grievance at first instance, and the informal resolution options available before formal steps.

Day 2: Grievance Meetings and Mediation Techniques

Develops skills in conducting a fair grievance meeting and applying structured mediation techniques to reach resolution between the parties.

Day 3: Outcomes, Communication and Collective Grievances

Covers reaching and communicating grievance outcomes, handling grievances raised collectively, and understanding escalation triggers.

Day 4: External Channels, Documentation and Consistency

Examines external dispute resolution channels, the documentation requirements for defensible grievance handling, and applying consistency and fairness across all cases.

Day 5: Grievance and Mediation Practice Workshop

Full applied workshop: participants work through grievance and mediation role-play scenarios receiving structured feedback on fairness, process, and communication.

For more information, please contact us:
Email: info@gatewayconsulting.com | Phone: +96522968641
https://gatewayconsulting.com