

Employee Dispute Resolution: Mediation Through Peer Review

Have you ever been in a workplace situation where a supervisor has made a decision that you didn't agree with? Did you wish that you could ask someone else what they thought of the decision; whether they would have done the same thing? The peer review process offers employees just that chance, using a formalized procedure to ask, consider, and resolve just these sorts of questions. This training will teach you everything you need to know about employee dispute resolution through mediation.

What Will Students Learn?

- ✓ What the peer review process is
- ✓ A process for employees to file grievances and for management to respond
- ✓ How to choose a facilitator and panel
- ✓ What is involved in the hearing process, from preliminary meetings to the hearing, and the decision process
- ✓ What responsibilities and powers a panel should have
- ✓ How to apply professional questioning and probing techniques
- ✓ Why peer review panels fail and how to avoid those pitfalls

What Topics are Covered?

- ✓ What is peer review?
- ✓ Initiating the process
- ✓ The peer review panel
- ✓ Asking questions
- ✓ The peer review process
- ✓ Panel walk through
- ✓ Why does the process fail?

What's Included?

- ✓ Instruction by an expert facilitator
- ✓ Small, interactive classes
- ✓ Specialized manual and course materials
- ✓ certificate of completion

Pre-Registration Information

Yes! I would like to attend **Employee Dispute Resolution: Mediation Through Peer Review!** Sign me up for the following session:

- 310 Oak Avenue, NBS Building 3rd floor Randburg.
- Accreditation : SETA : 12255
Bankseta : Bank-Corne180502
- All Training are from 9:00 a.m. until 3:30 p.m.
- Cost: Per person. Kindly contact the call centre
- Timeframe : 1-2 days



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Banking Details

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