



Derek Hendrikz Consulting Presents:

Discipline Management

Duration:	2-days
Max. Participants:	20
Facilitators:	1
NQF Level:	5
SETQAA Accreditation:	Services SETA – Decision Number 2072

About the workshop:

The Discipline Management programme is aimed at empowering managers and supervisors to effectively manage workplace discipline. The following areas are covered during the programme:

- ✓ The concept of 'workplace discipline'.
- ✓ Typical workplace disciplinary problems.
- ✓ The relation between discipline, rules and regulations.
- ✓ Different approaches towards discipline.
- ✓ Prevention of disciplinary problems.
- ✓ The disciplinary hearing.
- ✓ Dismissal.

The workshop outcome:

On completion of the workshop the participant should be able effectively manage workplace discipline.

Programme Objectives:

Participants will achieve the workshop outcome by working towards the following objectives:

- Understand the concept of discipline.
- Know and understand the different approaches to workplace discipline.
- Effectively manage workplace discipline.
- Run a disciplinary hearing.

Training methodology:

Teaching by example and experiential learning probably describes the training methodology most accurately. Participants will be actively involved in the learning and use case studies and workplace examples to demonstrate discipline management techniques taught in this programme. Practical assessment will ensure that participants are able to demonstrate the specific workshop outcomes. As with all DHC training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

Included:

All programme materials and handouts and the issuing of certificate on completion of programme. Permanent record will be kept of all results and assessments.

Programme:

Time:	Day 1:	Day 2:
08:00-10:00	Introduction to discipline management	Disciplinary investigation
10:00-10:30	<i>Convenience Break</i>	
10:30-12:30	Approaches to workplace discipline	Running the disciplinary interview or hearing
12:30-13:30	<i>Lunch</i>	
13:30-15:00	Working with typical disciplinary problems	Dismissal
15:00-15:15	<i>Convenience Break</i>	
15:15-16:00	Day Review	Programme Evaluation

Who Should Attend?

- Managers at all levels.
- Supervisors.
- Business owners.
- Any person who is interested in the field of workplace discipline.

Day 1:

Introduction to discipline management:

- Understanding the concept of 'workplace discipline'.
- The relation between discipline and grievance.
- Discipline vs. punishment.
- The relation between discipline, rules, and regulations.
- The relation between discipline and motivation.

Approaches to workplace discipline:

Three of the most used forms of discipline will be dealt with here. Participants will learn to understand these approaches to discipline through practical group work sessions. These approaches are:

- Negative-punitive forms of discipline.
- Punitive-rehabilitative forms of discipline.
- Positive-rehabilitative forms of discipline.

Working with typical disciplinary problems:

Here the learner will put skills into action. Case studies and practical workplace examples will be used to assist the learner in working with typical disciplinary problems. Some areas covered here are:

- Prevention of disciplinary workplace problems.
- Categorisation of disciplinary workplace problems.
- Practical solutions to common workplace disciplinary problems.

Day 2:***The disciplinary investigation:***

Learners will be guided in investigating specific disciplinary cases and problems. Some of the areas covered here will be:

- Establishing just cause.
- Determining the extent of proof required.
- Important principles in investigating the disciplinary inquiry.

Running the disciplinary hearing or interview:

In this section learners will be taken through the disciplinary interview in 'step by step' fashion. Some of the aspects worked with here are:

- Procedural and substantive fairness.
- Beginning the interview.
- Presenting the evidence.
- Making the disciplinary decision.
- Communicating the disciplinary decision.

Dismissal:

Here the learners will work with the legislative requirements of dismissal. Case studies and practical workplace examples will be used to assist the learner in understanding the legal requirements associated with fair dismissal. All learners will be issued with workbooks where they will be guided through a step by step process.

- Fair vs. unfair dismissal.
- The three grounds for fair dismissal.
- Common mistakes that managers make when dismissing an employee.
- Automatically unfair dismissal.

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