

Managing Grievances Effectively

Aims of the workshop

- To provide Panel members with an overview of General Grievance Procedures used by international organizations. A review of the company's specific Grievance Procedures and Processes – how does it work in practice? What cases has it/will it handle?
- To promote awareness of key issues on expectancy, procedures and best practices.
- To provide related basic knowledge on topics such as Confidentiality, Ethics, Consistency, Due Process, Mediation, Arbitration, Conciliation, Ombudsmen and the International Labour Office (ILO) and its Tribunal.

Methods

- The trainer provides short and specific inputs.
- The trainer actively involves the participants by encouraging them to talk about their own experiences, ideas and methods.
- The trainer will provide relevant case-studies for analysis and evaluation.

The Trainer – Dr Dexter Morse

Dr. Dexter Morse has considerable legal, insurance and banking experience in all leading markets. Dexter has lectured extensively on a wide range of topics and regularly contributes articles to industry publications. For his work on mobbing, bullying and workplace harassment he has been interviewed by leading media, including the International Herald Tribune. As a Chartered Arbitrator he has mediated many disputes.

RISK specializes in Training and Coaching in the areas of Management, Leadership, Insurance/ Reinsurance, Risk, Fraud, Law, Claims and Intercultural Issues.

This course is offered on-site to Companies, UN Agencies, Law Firms, Ombudsmen, Grievance Panel members, Senior Management and Human Resource Professionals.

Further information under: info@risk.ae