



Civil Service
Learning

Discipline and dispute resolution – manager's guide



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One or more of your team members are going through the Discipline and dispute resolution topic. Here’s what you need to know about what they’re learning, and how you can support them.



Spend 10 minutes reviewing this document and deciding how to support your learner.

What’s in this topic?

This digital topic is made up of a rich variety of learning materials. It includes an audio recording stresses the need for managers to take early action to resolve complaints and documents which explain the definitions of discipline and dispute resolution.

There are 6 online tutorials in which learners find out about assessing misconduct, dispute resolutions, carrying out investigations and making decisions. Then in the scenario, learners consider an authentic misconduct case in which they can apply their learning.

There's a wealth of supporting material and reflective tasks too.

How long will it take?

It should take the learner approximately 3 hours to complete the topic. The activities can be completed alongside their day-to-day work.

What will they get out of it?

- Be able to explain the differences between discipline and dispute resolution.
- Understand why early intervention is important when managing discipline and dispute resolution issues
- Be able to find information about relevant policy and procedure as and when required and to adhere to these
- Make confident decisions on which approach to take – informal or formal
- Be able to differentiate between the three levels of misconduct – minor, serious, and gross – and take action that is proportionate to each of these
- Understand the stages of conducting an investigation
- Be able to weigh-up relevant factors when reaching decisions in dispute resolution and conduct cases after an investigation
- Conduct effective discipline and dispute resolution meetings
- Be aware of unconscious bias when investigating and making decisions

- Deal with challenging situations relating to discipline and to dispute resolution
- Differentiate between the roles and responsibilities of investigators and decision makers

What do you need to do?

- Make sure you're familiar with the content of the topic.
- You can play an important role in reinforcing the need for the learner to familiarise themselves with local procedures and to ensure that they follow these whenever managing misconduct and dispute resolution cases.
- You can also encourage the learner to recognise that although the formal processes are not unduly complex or bureaucratic, where appropriate it's preferable to try to resolve cases early in an informal way, as this usually benefits all concerned.