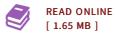




Discipline Grievance Pocketbook (Paperback)

By Ruth Sangale

MANAGEMENT POCKETBOOKS, United Kingdom, 2010. Paperback. Condition: New. Language: English . Brand New Book. With the number of grievances and tribunal claims rising sharply, the cost of conflict in the workplace is increasing at an alarming rate. In the UK alone the annual cost is more than GBP20 billion. Grievances and disciplinary matters are immensely disruptive and time-consuming, and most managers struggle to know how to deal with them. The Discipline Grievance Pocketbook offers practical help. It stresses the importance of understanding the root causes of conflict and identifies the management practices that need to be in place in order to help prevent problems arising. The book first looks at how staff issues can be resolved informally, through mediation, and then goes on to describe the formal procedures for both grievance and disciplinary cases before finally dealing with the dismissal process. Informative case studies bring author Ruth Sangale s advice sharply into focus.



Reviews

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