

# Managing the Grievance Process

## Webinar Series

### Webinar Series Description

This webinar series prepares managers in British Columbia’s health care facilities manage the grievance process. Together, the webinars focus on the responsibilities of management in each of the three steps associated with the grievance procedure and provide an overview of third-party processes for resolving disputes.

### Topics/Learning Objectives

#### I. Overview of the Grievance Process

Time: 2 hours

Topic	Learning Objectives
What is a Grievance?	<ul style="list-style-type: none"> <li>Define “grievance”</li> <li>Describe the positive and negative impacts of grievances in the workplace</li> <li>Describe the cost implications associated with the grievance/arbitration process</li> </ul>
Stakeholders in the Grievance Process	<ul style="list-style-type: none"> <li>Describe who the stakeholders are and what each of their roles are in the grievance process</li> <li>Describe the rights of management in the grievance process</li> </ul>
The Grievance Process	<ul style="list-style-type: none"> <li>Describe the steps of the grievance process at outlined in the four collective agreements</li> </ul>

#### 2. Resolving Grievances at Steps 1, 2 and 3

Time: 2.5 hours

Topic	Learning Objectives
Grievances at Step 1	<ul style="list-style-type: none"> <li>Identify actions the employer should take when an issue is raised</li> <li>Identify what is and is not a Step 1 grievance</li> <li>Explain the importance of gathering and documenting information early in the process</li> </ul>
Grievance Meetings	<ul style="list-style-type: none"> <li>Describe tips for preparing for and conducting effective grievance meetings</li> </ul>
Investigating a Grievance	<ul style="list-style-type: none"> <li>Explain why grievances should be investigated</li> <li>Explain when and how to investigate the grievance</li> </ul>
Responding to a Grievance	<ul style="list-style-type: none"> <li>Identify the collective agreement provisions that must be considered when responding to a grievance</li> <li>Explain when and how to provide an appropriate response to a grievance at steps 1, 2 and 3</li> </ul>

### 3. Settlements and Third Party Processes

Time: 2 hours

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Topic	Learning Objectives
Exploring a Settlement	<ul style="list-style-type: none"><li>• Determine if a case should be considered for settlement</li><li>• Identify options for resolving a grievance</li><li>• Assess the costs and benefits of the grievance process</li></ul>
Third Party Processes	<ul style="list-style-type: none"><li>• Explain the purpose of arbitration</li><li>• Identify the forms of third-party intervention as outlined in the collective agreements</li></ul>
Employer Responsibilities	<ul style="list-style-type: none"><li>• Outline the steps an employer should take before, during and after a hearing</li></ul>