

# Employee Dispute Resolution Mediation through Peer Review



Have you ever been in a workplace situation where a supervisor has made a decision that you didn't agree with?

Did you wish that you could ask someone else what they thought of the decision; whether they would have done the same thing?

The Peer Review process offers employees just that chance, using a formalised process.

In **this one-day workshop**, you will cover all aspects of the process, from initiating the process, to choosing a facilitator and panel members, to having a hearing and making a decision.

## How You Will Benefit

### At the end of the workshop you will be know:

- What the Peer Review process is
- How employees file grievances and how management should respond
- How a facilitator and a panel is chosen
- What is involved in the hearing process, from preliminary meetings to the hearing itself, to the decision process
- What responsibilities and powers a panel should have
- Questioning techniques
- Why peer review panels fail and how to avoid those pitfalls

## What You Will Cover

- What is Peer Review?
- Initiating the Process
- Setting up the Peer Review Panel
- Questioning Techniques
- Overview of the Peer Review process: pre-meeting, hearing, and decision meeting
- Walkthrough of a sample panel, with customisable case files
- Why does the process fail?
- How can we ensure the process succeeds?

## What's Included?

- Instruction by an expert facilitator
- Small interactive classes
- Specialised manual and course materials

**YES! Enrol me now!**

## REGISTRATION FORM

### Mediation Through Peer Review

Participant's name:	_____	Position:	_____
Organisation:	_____		
Work Address:	_____		
Phone:	_____	Email:	_____
Credit card type: <b>MasterCard / Visa Only</b>			
Name on card:	_____	Amount:	_____
Credit Card Number	_____	Expiry Date	_____
Signature	_____		

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