



Gibraltar HR Forum Conference 2014

# Working Towards Workplace Resolution



Speakers



**Mike Emmott**

Employee Relations Advisor, CIPD



**Peter Monaghan**

Area Director, ACAS

Tuesday 11th November 2014

O'Callaghan Elliott Hotel, 2 Governor's Parade, GX11 1AA

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# We look forward to welcoming you to the Conference

- In this pack:
- The Agenda
  - The Keynote Speakers short bios
  - Pre-conference reading and thinking exercise (this is used as part of the morning session with Peter Monaghan from ACAS)

**Registration starts at 8.30am.**

**Register early – coffee/tea and a light bite is provided**

# Agenda

Time (hrs.)	Activity
8.30	Registration (Coffee/Tea and a light bite available)
9.15	The Conference begins – opened by Lesley Louise, Vice Chairperson
9.30	Peter Monaghan, ACAS Disputes at work -litigation or resolution?
11.00	Case Study - work together on a situation in groups
	Coffee/Tea available
12.15	Mike Emmott. CIPD Strategic dispute resolution
13.00	Lunch
13.45	Peter Monaghan, ACAS Early conciliation – tools and techniques
14.25	Interactive group session – principles underpinning effective resolutions
	Coffee/Tea available
15.50	Q&A with the Expert Panel
16.40	The conference draws to a close – your reactions? Chairperson, Lourdes Barea closes the conference
17.15	The conference finishes

# The Keynote Speakers

Peter Monaghan,  
ACAS, Area Director



Keynote Speaker on **‘Disputes at work - Litigation or Resolution?’** And **‘Tools and Techniques’**

20+ years with Acas, mainly in the North West Region but also in Yorkshire and internationally in Bulgaria, Brussels and Jersey.

Member of the national Engage for Success Guru Steering Committee and the advisory boards of iROWE at the University of Central Lancashire, Fair WRC at Manchester Business School, the Manchester IR Society and the national Workplace Mediator training team.

Mike Emmott,  
CIPD’s Employee Relations Adviser



Keynote Speaker on **‘Strategic Dispute Resolution’**

30+ years’ experience in the civil service as a member of the Employment Department, including spells in Cabinet Office and as a member of the senior management team at the Employment Service.

MA in law from Cambridge University and an LLM from Kingston University.



# Pre-reading and thinking.....

David Youngman is an 18 year old member of the support team at a remote location in your organisation. He has recently notified you as being sick, the reason for the absence was give as "Stress", you have now received a written grievance letter, following your policy, which reads as follows:-

## Brief Summary

I have been disciplined for refusing to go out to get bacon sandwiches for the office on the morning of January 7<sup>th</sup>.

## Desired outcome

My dad (who is a Trade Union representative) says that this warning is illegal as it's not part of my contract to get these sandwiches and so I shouldn't be warned because of it. He also says someone should also discipline my manager as he has been getting away with this sort of thing for far too long.

## Full Narrative

At break time on 7<sup>th</sup> January my boss asked me to go and get the bacon sandwiches for himself and his girlfriend as usual. I refused as although I had been before there is a new girl in the office who is younger than me and she should go and get them now. We had a row and I continued to refuse, the new girl eventually went although she forgot to get brown sauce on it and the manager blamed me again and we again argued.

The next day I was called into the managers office and given a verbal warning because of what had happened the previous day, his girlfriend sat there as a witness and said I should watch my step as it now goes on my record and I could get sacked if it happened again.

Young people are treated like rubbish in this organisation and managers should not be surprised if we all get annoyed about it from time to time. It's not my job to get the sandwiches in the morning, there should at least be a rota with everyone doing their bit. Dignity at work? Don't make me laugh!

## Task

Consider the above and think about how this situation may be dealt with under normal circumstances at work.

There are a range of options, what are they?

What would the resource implications be for these options?

How might this be handled badly?



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and working lives**