

Session name: General Procedure for Handling Grievances					
Duration: 120 min					
Hours/ Time	Topic/ Activity	Method and description of activity flow	Training materials needed (egg. Hand-outs, PPTs, Video, etc.)	Materials needed	Lead trainer
15 min	General Procedure for Handling Grievances	<p>Facilitated discussion</p> <p>Start with a question: What do you think the escalating stages of the general procedure for handling grievances are?</p> <p>The trainer will integrate the participants' input and introduce the four stages of the general procedure for handling grievances that will be the focus for the following sessions:</p> <ol style="list-style-type: none"> <li>1. Employee and Supervisor</li> <li>2. Shop steward/Union and the Supervisor</li> <li>3. The Union and Management</li> <li>4. The Industrial Court</li> </ol>	Stages already prepared on different papers/in a PPT slide	Screen, Laptop, projector  Flipchart, markers	1 trainer to facilitate the discussion (1 trainer to jot down participant ideas)
105 min	Stages of Handling Grievances (Jigsaw)	<p>Jigsaw – Option 1 (Classic Version)</p> <p>Participants will be divided in groups of four. In each group, one participant will be responsible for teaching others about one of the stages. Provide them with information and resources for what happens in each stage, who is responsible for what, and how/when it escalates to the next stage. Provide information about one stage, just to the person who will be responsible for presenting it.</p> <ul style="list-style-type: none"> <li>○ Introduction to the task, group division and assignation of stages to each participant: 15 min</li> </ul> <p>Note: You can assign the content with an easy dynamic. Ask each small group to decide who Person1, Person2, Person3, and Person 4 will be. Assign the stages according to the numbers: Stage 1 to Person 1, Stage 2 to Person 2, etc.</p> <ul style="list-style-type: none"> <li>○ Individual work on understanding the stage: 15 min</li> <li>○ Expert groups: 15 min</li> <li>○ Optional: You can insert a short break here (10 – 15 minutes)</li> <li>○ Jigsaw group learning: 40 min (10 minutes/stage)</li> <li>○ Final discussion, conclusions and clarifications: 20 min</li> </ul> <p>The participants will receive comprehensive information regarding the General Procedure for Handling Grievances at the end of the session (printed, by emails in the form of Word, PPT, etc.).</p>	Information pack for each of the stages (make sure you have one for each participant that is responsible for a certain stage).	A room to allow for small groups work.	2 trainers would be ideal in order to monitor the activity, answer questions, provide support and to alternate when discussing the skills.