

Employment Tribunal claims and how to deal with them

Overview

Despite attempts to reduce the number of claims, there are still more than 100,000 Tribunal cases a year, so the chances are that some of them are being made against your organisation. Whether you want to avoid claims in the first place or simply handle them more efficiently, this course – presented by a member with 15 years' standing of the Employment Tribunal judiciary – will help you.

Training objectives

This course will help participants:

- Understand how the system works
- Get to grips with the rules and the technical 'jargon'
- Minimise the risk of claims arising in the first place
- Decide whether to settle or defend a claim
- Handle the pre-hearing processes efficiently
- Prepare the case
- Know what to expect 'on the day'
- Keep the costs down throughout the process

Audience

This course is intended for all HR practitioners who are likely to find themselves involved in Employment Tribunal cases.

The programme is not really appropriate to line managers who may be called upon to give evidence before a Tribunal. If you have a case pending, we can deliver a workshop tailored specifically to their requirements.

Format

A highly-participative, practical and informative one-day course, presented in an outgoing, informal and relaxed style. Business examples, case studies and discussion briefs are used to stimulate participant interest and to cater for a range of learning styles.

Special features

As a member with 15 years' standing of the Employment Tribunal judiciary (the youngest member ever appointed), the expert trainer is particularly well-qualified to present this course.

If desired, it is also possible to include in the programme a session with a current Employment Tribunal Chair. This is particularly recommended for courses which include participants who already have some experience of the Employment Tribunal system.

The expert trainer

Toni is a Fellow of the Chartered Institute of Personnel and Development and a member with 15 years' standing of the Employment Tribunal judiciary (the youngest member ever appointed). Formerly an HR Director within the BAA group of companies, she is an independent HR / employment law consultant of more than ten years' standing. She has worked with many organisations as a consultant, auditing HR policies, procedures and practices as well as managing complex and sensitive issues such as redundancy, TUPE transfer, reorganisations, etc. An author and trainer, she is also a lecturer for the CIPD graduate qualification.

The organisations she has worked with include, to name but a few, Orange, Ford, AXA Insurance, Westminster City Council, Zurich, OFT, CAF/CASS, The White Company, Eurolink Group plc, RDF plc, Canute, BSS, IBIS Hotels, Vinci, British American Tobacco and Brunel Care.

Her programmes are both participative and highly enjoyable and the reaction from participants is always outstandingly positive, as shown by the following client feedback:

'Exceptional. Feedback from our managers has always been second to none. Cannot be recommended highly enough.'

British American Tobacco

'Can't remember when I have enjoyed a day's "work" so much. It was extremely interesting and informative and it was also a lot of fun – I have spoken to the other delegates and they were of the same opinion. Toni was extremely knowledgeable on employment law and had a great sense of humour – many, many thanks and we look forward to seeing you for more training and development initiatives within Vinci.'

Vinci plc

Materials provided are excellent – far exceeded expectations. A great workshop, group energy was brilliant (not easy or expected), which is down to Toni. Great presenter, very knowledgeable and enthusiastic.'

The White Company

'One of the best course presenters I have seen in some time.'

AXA Insurance

'Toni recently ran a two day training programme for all of our middle/senior managers on a range of leadership skills. The feedback as always was outstanding. The training was informative, engaging and entertaining. Toni used a range of different techniques to ensure we were given the information and skills we needed to improve our coaching and leadership capability whilst inspiring us to adapt the methods to address our own specific issues. We learnt some very valuable skills and had a thoroughly enjoyable two days.'

Brunel Care

Course outline

1 Understanding the Employment Tribunal system

- The system
- The 'jargon'
- The rules
- The alternatives

2 How to keep out of the Tribunal

- Following the right processes
- Making the right decisions
- Managing complaints
- Dismissing people fairly
- Using compromise agreements

3 Responding to a claim

- What to do if you receive an ET1
- What are the legal issues? Defend or settle?
- How to complete the ET3
- Complying with ET orders
- Questionnaires and disclosure

4 How to prepare your case

- Working with lawyers and barristers – who does what?
- Witness statements and briefing
- Collating the documents
- Following – and using – the rules
- Checklists and tips

5 What happens on the day?

- What to do when you get there
- Who goes first?
- Cross-examinations
- Questions from the Tribunal
- Re-examination
- Closing submissions
- The decision
- Awards (and how to minimise them)

6 After the hearing

- Costs
- Reviews
- Appeals

7 Review and close

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PLEASE CALL 01582 469080**

<http://www.in-house-training.com>

Email: info@in-house-training.com