



SCANDINAVIAN ACADEMY
For Training and Development

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Course: Effective Workplace Discipline: Procedures, Policies, and Best Practices

Code	City	Hotel	Start	End	Price	Language - Hours
HT-884	Amman (Jordan)	Hotel Meeting Room	2026-12-20	2026-12-24	2950 €	En - 25

Course Introduction:

Maintaining discipline in the workplace is a cornerstone of organizational integrity, performance, and employee morale. This comprehensive training program equips participants with the knowledge and practical tools necessary to manage disciplinary issues professionally, ethically, and in compliance with legal standards. From understanding the foundations of workplace discipline to handling investigations and conducting hearings, participants will gain a holistic view of the entire disciplinary process and learn how to implement preventive strategies to promote a respectful and productive work environment.

General Objective:

To enable participants to effectively manage workplace discipline through a structured and legally sound approach that promotes fairness, consistency, and organizational well-being.

Course Objectives:

- Explain the importance of employee discipline and distinguish between misconduct and performance issues.
- Apply appropriate disciplinary procedures and understand the roles of HR and management in each step.
- Receive and investigate complaints using ethical, objective, and structured



approaches.

- Prepare for and conduct disciplinary hearings fairly and in compliance with legal frameworks.
- Make and communicate informed disciplinary decisions while maintaining proper documentation.
- Implement effective follow-up actions and preventive strategies to minimize future disciplinary issues.

Target Audience:

- HR professionals and officers
- Line managers and supervisors
- Department heads
- Legal and compliance officers
- Anyone responsible for employee conduct and organizational discipline

Course Outline

DAY 1: Introduction to Workplace Discipline

- The Importance of Employee Discipline in the Workplace
- Defining a Disciplinary Matter
- Understanding the Legal and Ethical Foundations
- Role of Discipline in Organizational Culture and Performance
- Types of Employee Misconduct and Offenses
- Distinguishing Misconduct from Performance Issues

DAY 2: Disciplinary Procedures and HR Responsibilities

- Overview of Disciplinary Procedures and Guidelines
- Roles and Responsibilities of Management and HR
- When and How to Initiate Disciplinary Action
- Progressive Discipline Model



- Managing and Documenting Verbal and Written Warnings
- Suspension: When, Why, and How

DAY 3: Handling Complaints and Conducting Investigations

- Types of Workplace Complaints (e.g. misconduct, harassment, grievances)
- How to Receive, Assess, and Prioritize Complaints
- Investigation Process: Step-by-Step
- Gathering Evidence and Interviewing Techniques
- Maintaining Confidentiality and Neutrality
- Writing the Statement of the Case

DAY 4: Disciplinary Hearings and Outcomes

- Preparing for a Disciplinary Hearing
- Roles During the Hearing: Chair, HR, Witnesses, and the Employee
- Conducting the Hearing Fairly and Lawfully
- Making Informed Decisions Based on Evidence
- Determining the Appropriate Outcome
- Delivering Disciplinary Decisions and Sanctions
- Documentation and Communication of Outcomes

DAY 5: Post-Discipline Follow-Up and Preventive Strategies

- Ensuring Compliance with Follow-Up Actions
- Monitoring Employee Conduct Post-Discipline
- Supporting Employees to Improve Behavior
- Appeals and Reinstatement Process
- Preventive Measures: Training, Policies, and Communication
- Review of Key Learning Points
- Action Planning and Personal Development for Participants



The Scandinavian Academy for Training and Development adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training and Development.

Program Timings:

- 9:00 AM to 2:00 PM in Arab cities.
- 10:00 AM to 3:00 PM in European and Asian cities.

The program includes:

- A daily buffet provided during the sessions to ensure participants comfort.