


DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING
ACADEMIC YEAR (2024-2025) ODD SEMESTER

INNOVATIVE TEACHING

Name of Pedagogy Used:	<u>ROLE PLAY</u>
Branch/Year/Sem/Sec:	<u>CSE/IV/VII/C</u>
Subject Code/Subject Name:	<u>GE3754/HUMAN RESOURCE & MANAGEMENT</u>
Topic:	<u>Grievance Discussion Between HR and Employee</u>
Date/Period/Timing	<u>20.09.2024/4/07.50 AM TO 08.40 AM</u>
Description	<p>It aims at resolving workplace concerns in a structured and empathetic manner. This exercise was designed to enhance the students' understanding of handling grievances and foster skills in conflict resolution, communication, and negotiation.</p> 
Students Feedback	<p>312421104187 :We have learned the importance of empathy, clear communication, and the structured approach needed to resolve employee grievances effectively.</p> <p>312421104161: We have realized the importance of presenting grievances in a calm and factual manner while understanding the processes HR follows in resolving issues.</p>

Total No. of Students	61
No. of Students Present	58
No: of Students Absent	3
Action Plan for Absentees	Planned to conduct a separate role play for the absentees

DOCUMENT PROOF:

1. Introduction:

The HR manager (Student A) welcomed the employee (Student B) and briefly explained the purpose of the meeting, creating a positive atmosphere and setting the tone for an open and respectful discussion.

The HR emphasized the company's commitment to addressing grievances promptly and fairly.

2. Grievance Statement:

The employee (Student B) clearly articulated their grievance, explaining that they felt overwhelmed with their workload and unjustly treated by their team leader.

They described specific instances where they were given excessive responsibilities without additional support and cited a recent promotion that was awarded to a less experienced colleague.

3. HR Response:

The HR manager (Student A) actively listened, maintained eye contact, and asked clarifying questions to fully understand the employee's concerns.

The HR acknowledged the employee's feelings and reassured them that their grievance was being taken seriously.

Student A explained the steps the HR department follows in investigating grievances, ensuring transparency in the process.

4. Investigation and Solution Discussion:

The HR asked for specific examples of the unfair treatment and inquired if the employee had raised these concerns with their team leader.

The HR proposed a follow-up investigation into the workload distribution and feedback on team dynamics.

Several potential solutions were discussed, such as redistributing the workload, offering additional resources, and holding mediation sessions between the employee and the team.

leader.

The HR also explained that the promotion criteria would be reviewed to ensure fairness and merit-based decisions.

5. Employee Feedback:

The employee (Student B) expressed gratitude for the HR's approach, but also voiced concerns about possible retaliation from their team leader.

The HR manager assured them that the company's grievance policy protected employees from retaliation and that any such behavior would result in further action.

6. Conclusion:

The HR summarized the key points discussed, including the next steps for addressing the grievance.

Both participants agreed on a timeline for follow-up meetings to monitor the situation and review progress.

Outcomes of the Role-Play:

Effective Communication: Both participants demonstrated excellent communication skills, with the HR manager practicing active listening and the employee articulating their concerns clearly.

Conflict Resolution: The HR's approach was empathetic and solution-focused, emphasizing the importance of fairness and transparency in handling grievances.

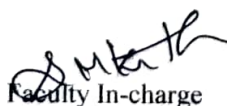
Real-World Application: The exercise provided a realistic simulation of a workplace grievance meeting, giving students hands-on experience in navigating sensitive employee relations issues.

Reflection:

After the role-play, both students reflected on the experience:

Student A (HR role) learned the importance of empathy, clear communication, and the structured approach needed to resolve employee grievances effectively.

Student B (Employee role) realized the importance of presenting grievances in a calm and factual manner while understanding the processes HR follows in resolving issues.


Faculty In-charge


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