

**SKILLS FRAMEWORK FOR HUMAN RESOURCE
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Workforce Engagement					
TSC	Conduct and Behaviour Management					
TSC Description	Manage the conduct and behaviour of the employees according to the organisation's code of conduct, values, ethics and disciplinary procedures					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			HRS-HRM-3013-1.1	HRS-HRM-4013-1.1	HRS-HRM-5013-1.1	
			Educate employees on the Code of Conduct and expected behaviours	Manage conduct and behaviour issues in the workplace	Establish guidelines for employee conduct and behaviour management	
Knowledge			<ul style="list-style-type: none"> • Organisation's Code of Conduct and disciplinary procedures • Tripartite guidelines for fair employment practices • Legislative requirements related to workplace conduct and behaviour • Types of workplace misconduct • Guidelines for managing misconduct and discipline issues • Communication techniques and channels • Standard solutions related to workplace conduct and behaviour • Incident report writing techniques 	<ul style="list-style-type: none"> • Best practices in promoting workplace conduct • Organisational policies and procedures to manage workplace conduct and discipline • Methods and tools for managing workplace conduct and behaviour • Guidelines for developing organisational policies and procedures • Stakeholder engagement techniques and best practices 	<ul style="list-style-type: none"> • Legal and ethical considerations related to workplace conduct and behaviour • Links between the Code of Conduct and business objectives • Barriers to proper conduct at the organisation, team and individual levels 	

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<p>Abilities</p>			<ul style="list-style-type: none"> • Conduct research on best practices in promoting desired workplace conduct • Orientate employees to the expected conduct and behaviours in the workplace • Implement initiatives promoting organisational behaviours, values and ethics • Inform employees of the possible grounds for disciplinary actions • Attend to enquiries from employees on workplace conduct and behaviours • Assist in investigations of alleged workplace misconduct • Prepare warnings to employees for workplace misconduct • Maintain confidentiality in the documentation of investigations and disciplinary actions 	<ul style="list-style-type: none"> • Define the expected employee behaviours according to the Code of Conduct • Develop the Code of Conduct and discipline policies and procedures, in line with organisational values • Integrate the Code of Conduct into the organisation's practices • Recommend initiatives to promote organisational behaviours, values and ethics • Investigate complaints and alleged workplace misconduct • Assess the severity of workplace misconduct • Address complaints and alleged misconduct • Communicate warnings to employees for workplace misconduct • Identify stakeholders impacted by workplace misconduct or disciplinary incident 	<ul style="list-style-type: none"> • Explore the business impact of upholding proper conduct and ethics • Cultivate a professional and ethical work environment and culture • Identify strategies for managing and resolving organisational challenges in ethics and conduct • Review the Code of Conduct and discipline policies and procedures, in line with organisational values • Articulate principles for managing workplace misconduct • Engage stakeholders to review the code of conduct and discipline policies and procedures regularly • Chair disciplinary hearings to determine appropriate courses of action for severe workplace misconduct • Handle employees' appeals against disciplinary actions for workplace misconduct • Manage stakeholders impacted by workplace misconduct or disciplinary incident 	
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