

# Certified Courses



# Employee Relationship Specialist

## INTRODUCTION

- This Employee Relationship Specialist training seminar examines the latest best practice in Employee Relationship Management. Employee Relationship Management involves managing the relationship of each employee with the organisation and with each other. Employee Relations influences every HR decision made in an organisation.
- The techniques in this training seminar will enable the creation of a working environment in which all staff are able to contribute their full potential. This will involve creating a supportive and trusting climate at work and ensuring that individual and collective ER issues are handled positively and sensitively.

### The main features of this training seminar are:

- Shows how to create a working culture that encourages close working relationships
- Establishes a policy for employee engagement – increasing employees commitment to an organisation and encouraging loyalty and productivity
- Drawing the distinction between job satisfaction and employee engagement; it is not just about making employees happy at work, it is about getting them to contribute
- Identifying causes of conflict at work and overcoming them
- Examples and case studies showing how to effectively handle workplace discipline and grievances

## OBJECTIVES

### By the end of this training seminar, delegates will:

- Know how to introduce and manage an effective employee relationship programme
- Be able to relate the role of ER to the role of the Managers / Supervisor and Team Leader
- Be able to deal with performance problems and modify the behaviour of employees
- Be able to influence the behaviour of managers and team leaders
- Be able to operate disciplinary procedures and grievance procedure
- Know how to manage absence
- Understand the role of an Employee Assistance programme

## TRAINING METHODOLOGY

- The training methodology used is designed to encourage maximum participation by all delegates. The presenter will suggest ideas and theories to the delegates and then encourage them to test out the ideas by the use of discussion, small group work, exercises and feedback.
- Each day of this training seminar will end by delegates completing their own record of what has been learned on the day and considering how the ideas might be transferred back to the workplace.

## ORGANISATIONAL IMPACT

The benefits to the organisation in delegates attending this training seminar and putting the ideas into practice are as follows:

- Improved leadership
- Greater productivity
- Improved morale and commitment
- The line management team (Supervisors and Team Leaders) will feel supported by the ER function
- The ER Function will develop closer working relationships with the line management team (Supervisors and team Leaders)
- Improved standards of performance and conduct throughout the organization

## PERSONAL IMPACT

- Motivate employees in a positive and thorough way
- Understand why people work and why they try hard (and why they sometimes don't)
- Handling Grievances
- The different roles of HR and ER staff; line managers, supervisors and team leaders
- How to make disciplinary action effective and the mistakes to avoid
- Managing common problems such as absence or lateness
- Managing performance and engagement
- Linking the organisations values to the ER function

## WHO SHOULD ATTEND?

- This Employee Relationship Specialist training seminar is designed to develop increased productivity and motivation through the application of best practice in the way that employees are treated by the organisation.

Attendance at this training seminar will benefit:

- Employee Relations Specialists
- HR and Personnel Professionals
- Line Managers
- Supervisors and Team Leaders

## Course Outline

### The Core Role of Employee Relations

- The Context
- Change Management
- Understanding the Rationale of ER
- The Core Role of ER: Organisational Culture; Employee Engagement; Conflict Resolution; Workplace Investigations; Employee Discipline
- The Distinction between the Role of ER and the Role of the Manager
- The Impact on Policies and Procedures
- The Psychological Contract

### The ER Function in Practice

- Communications
- Team Briefing
- Consultation
- Discipline - Gross Misconduct
- Discipline - Poor Performance
- Appeals
- Handling Sickness Absence

### Supporting the Manager, Supervisor or Team Leader

- Grievances
- Conducting the Grievance Interview
- Management's Right to Manage
- Equal Opportunities
- Discrimination
- Equality and Diversity
- Harassment and Bullying
- Motivation

### Managing Employee Performance and Engagement

- The Performance Management Process
- Motivation and Goal Theory
- Giving Feedback and Coaching
- Informal Participative Decision-making Programmes
- Job Enrichment
- Self Managed Work Teams
- Quality Circles and Kaizen

## Conflict Resolution - Documentation and Software

- Getting the Best from People
- Techniques for Resolving Conflict
- Conflict Management Programmes
- The Ground Rules
- Workplace Investigations
- The Importance of Good Records – consider cloud-based software
- Personal Development Planning



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