Employee Relations and Engagement

Course objectives:

By the end of this training Course, 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

Course Outline:

- The Core Role of Employee Relations
- The Context
- Change Management
- ER and Nationalisation
- 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
- Change Agent and Employee Champion
- The Psychological Contract
- The ER function in Practice

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- Communications

- Team Briefing

- Consultation

- Discipline - Gross Misconduct

- Discipline - Poor Performance

- Appeals

- Handling Sickness Absence

- Return to Work Interviews

- Notification Rules

- Trigger Mechanisms

- 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 Performance, Counselling, Providing Employee Assistance

- The Performance Management Process

- Motivation and Goal Theory

- Giving Feedback and Coaching

- Informative Participative Decision Making Programmes

- Job Enrichment

- Self-Managed Work Teams

- Quality Circles and Kaizen

- Formal and Informal Consultation Programmes

- Employee Assistance Programmes

- Conflict Resolution, Documentation and Software

- Getting the Best from People

- Techniques for Resolving Conflict

- Conflict Management Programmes

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- The Ground Rules

- Workplace Investigations

- The Importance of Good Records - Consider Cloud-Based Software

- Personal Development Planning