

EMPLOYEE RELATIONS & ENGAGEMENT

“Fostering Trust, Communication, and Commitment to Build a Positive and Productive Workplace Culture”

Schedule

Date	Venue	Fees
26 - 27 Feb 2026	Kuala Lumpur, Malaysia	USD 1995 per delegate

Introduction

Strong employee relations and engagement are the backbone of a high-performing organization. When employees feel respected, supported, and connected to their work, they contribute more creatively and productively. However, managing employee relations goes beyond conflict resolution—it's about creating a culture of trust, open dialogue, and mutual accountability.

This 2-day course equips HR professionals and line managers with the knowledge and tools to manage employee relations effectively and drive engagement initiatives that boost morale, retention, and organizational performance.

Objectives

By the end of this course, participants will be able to:

- Understand the drivers of employee relations and engagement
- Develop proactive employee relations strategies that prevent conflicts
- Manage grievances, disciplinary actions, and workplace disputes fairly
- Design engagement initiatives that align with business and people goals
- Measure and sustain engagement through feedback and communication

Why Attend

- Build stronger relationships between management and employees
- Resolve workplace issues before they escalate into formal complaints
- Increase retention, morale, and performance through strategic engagement
- Improve workplace culture through trust-building and inclusive practices
- Gain practical tools to support positive employee experiences

Target Audience

This program is designed for:

- HR professionals and employee relations officers
- Line managers and team leaders
- Organizational development and talent managers
- Union and employee council liaisons
- Anyone involved in maintaining workplace harmony and engagement

Individual Benefits

Key competencies that will be developed include:

- Conflict resolution and communication skills
- Awareness of labor law and disciplinary procedures
- Understanding of engagement models and metrics
- Ability to build and maintain trust in teams
- Proficiency in using surveys and feedback for action planning

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Enhanced employee satisfaction and retention
- Reduced workplace conflict and grievance cases
- Better alignment between workforce morale and organizational goals
- More inclusive, respectful, and collaborative environments
- Measurable improvements in engagement and team performance

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Models of engagement, trust, and relations management
- Case Studies - Workplace conflict, union-management relations, and engagement turnarounds
- Workshops - Role-playing difficult conversations, grievance handling, and engagement action plans
- Peer Exchange - Sharing practices and challenges across industries
- Tools - Feedback templates, ER checklists, and communication scripts

Course Outline

DETAILED 2-DAY COURSE OUTLINE

Training Hours: 07:30 AM – 03:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Employee Relations Foundations and Conflict Management

- Module 1: Building a Strong Employee Relations Framework (07:30 – 09:30) • Elements of positive employee relations • Common ER issues and their root causes • The role of HR, managers, and employee representatives
- Module 2: Communication and Trust Building (09:45 – 11:15) • Creating a culture of openness and respect • Listening skills, difficult conversations, and emotional intelligence • Tools for effective team communication
- Module 3: Handling Disciplinary and Grievance Matters (11:30 – 01:00) • Grievance procedures and legal compliance • Investigating complaints and documenting actions • Balancing fairness and organizational policy
- Module 4: Workshop – ER Scenario Simulation (02:00 – 03:30) • Participants role-play resolving a workplace grievance

Day 2: Engagement Strategies and Continuous Improvement

- Module 1: Understanding and Measuring Engagement (07:30 – 09:30) • What drives engagement and why it matters • Engagement models (Gallup Q12, Aon Hewitt, etc.) • Conducting engagement surveys and interpreting results
- Module 2: Designing Engagement Initiatives (09:45 – 11:15) • Low-cost and high-impact ideas for boosting engagement • Role of recognition, career development, and wellbeing • Aligning engagement with company values
- Module 3: Sustaining Engagement and Culture (11:30 – 01:00) • Creating action plans based on feedback • Supporting leadership and team accountability • Monitoring progress and adapting to change
- Module 4: Final Workshop – Engagement Action Planning (02:00 – 03:30) • Teams build a customized engagement strategy and communication plan

Certification

Participants will receive a Certificate of Completion in Employee Relations & Engagement, validating their skills in fostering workplace harmony, trust, and engagement to support employee and business success.

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