

EMPLOYEE RELATIONS - ROLES AND RESPONSIBILITIES

"Strengthening Workplace Relationships through Effective Communication and Conflict Management"

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

Introduction

Employee relations play a crucial role in fostering a productive, respectful, and legally compliant workplace. This course provides HR professionals, managers, and supervisors with a comprehensive understanding of employee relations and their role in maintaining a positive work environment. It focuses on developing the skills and knowledge required to handle grievances, resolve conflicts, and build trust between employees and management. Participants will gain insights into labor laws, employee rights, and the strategic role of employee relations in achieving organizational goals.

Objectives

- Understand the concept and importance of employee relations in the workplace.
- Define the key roles and responsibilities of HR and management in maintaining healthy relations.
- Learn how to handle disciplinary actions, grievances, and disputes effectively.
- Apply communication techniques to promote mutual respect and collaboration.
- Ensure compliance with labor laws and ethical standards.
- Develop strategies to create a culture of fairness, inclusion, and transparency.

Why Attend

This course equips you with the tools to manage employee relations effectively, reduce workplace conflicts, and foster a positive environment that enhances productivity and employee morale.

Target Audience

- HR Managers and Officers
- Team Leaders and Supervisors
- Employee Relations Specialists
- Line Managers and Department Heads
- Business Owners and Entrepreneurs

Individual Benefits

- Gain confidence in managing conflicts and disciplinary matters.
- Improve communication and mediation skills.
- Learn how to create trust and transparency between employees and management.
- Understand labor laws and ethical responsibilities in employee relations.

Organizational Benefits

- Strengthened employer-employee relationships leading to higher morale and engagement.
- Reduced grievances and legal disputes.
- Enhanced reputation as a fair and employee-friendly organization.
- Better teamwork, productivity, and organizational harmony.

Instructional Methodology

- Case studies and role plays on grievance handling
- Interactive lectures and group discussions
- Real-life employee relations scenarios
- Legal compliance reviews and best practice examples

Course Outline

Module 1: Introduction to Employee Relations

- Definition, scope, and importance
- Evolution of employee relations
- Role of HR and line managers

Module 2: Roles and Responsibilities in Employee Relations

- HR's strategic and operational roles
- Responsibilities of line managers and supervisors
- Shared accountability in maintaining harmony

Module 3: Communication and Engagement

- Building trust through effective communication
- Employee feedback and participation systems
- Managing employee expectations

Module 4: Managing Conflict and Grievances

- Types and sources of conflict in the workplace
- Conflict resolution and mediation techniques
- Grievance handling procedures and policies

Module 5: Discipline and Misconduct Management

- Principles of fair discipline
- Steps in the disciplinary process
- Documentation and legal compliance

Module 6: Legal and Ethical Framework

- Overview of labor laws and employee rights
- Ethical standards in HR practices
- Preventing discrimination and harassment

Module 7: Building Positive Employee Relations Culture

- Recognition, motivation, and respect
- Role of leadership in employee relations
- Continuous improvement strategies

Certification

Participants who successfully complete the course requirements will receive a Certificate in Employee Relations – Roles and Responsibilities, validating their expertise in maintaining positive, compliant, and productive workplace relationships.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
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In-House / Customized Training

Interested in running this course for your team?

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