



HM059: Employee Relations: Roles and Responsibilities

Training Description:

Despite the evolution of the various functions under Human Resources (HR), Employee Relations (ER) is still considered to be a grey function. Employee relations staff are expected to administer, report on operational KPIs, handle grievances, enforce policies, manage performance, deal with internal communication, promote social functions, and the list goes on.

This intensive training course is designed to shed light on all the activities under the employee relations' function. From administration to grievance resolution, the course material and resources ensure that attendees improve their awareness and hence, their engagement level within the employee relations functions of their organization.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Define employee relations as a function and list its main roles within human resources
- ✓ Manage employee files and records as per local labor laws and regulations
- ✓ Use the right Key Performance Indicators (KPIs) to improve attendance and minimize absenteeism
- ✓ Apply objective means of morale measurement and enhancement to improve employee morale
- ✓ Differentiate between employee whining, complaints and grievances and decide when to treat an issue as a grievance and how to handle it properly

Training Designed for:

This course is intended for employees in the functions of employee relations, human resources or personnel and administration who are directly or indirectly responsible for providing support services to internal customers within the organization.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

- ❖ **Employee Relations**
 - Defining the ER function
 - Main duties and responsibilities of ER officers
 - ER versus HR
 - Employee relations versus personnel and administration
 - Understanding the labor law
 - The relationship between labor law and ER
- ❖ **Managing Employee Files and Records**
 - The bare essentials that should be kept on record at all times

- Organizing the files: the logical approach
- Organizing the files: the legal requirements
- Code of ethics and disciplinary measures
- Approaches to updating employee files
- Ad hoc updating versus periodic
- Automating employee files: advantages and disadvantages
- Human Resources Information Systems (HRIS)
- Analyzing what is best for you
- The global ranking of current HRIS

DAY TWO:

❖ Attendance Management

- Organizational requirements and attendance management
- Punctuality and discipline: tips for improving performance in these two areas
- Flexi-Time: definition and uses
- Pros and cons of Flexi-Time cultures
- Absenteeism: the main KPIs for measuring absenteeism
- Cost of absenteeism
- Analyzing absenteeism in order to reduce it

DAY THREE:

❖ Employee Morale

- The definition of employee morale
- Employee morale versus organizational health
- Assessing employee morale
- Objective versus subjective approaches for assessing morale
- Using the Dow Jones model to measure morale
- The various KPIs that are influenced by employee morale
- Organizational health surveys: the main criteria for designing a survey

DAY FOUR:

❖ Employee Grievances

- The definition of a grievance
- Grievances versus complaints versus whining
- The grievance handling procedures: recommended steps
- Grievance rate and grievance resolution rate
- The main KPIs for measuring your grievance resolution ratio

DAY FIVE:

❖ Exit Interviews

- When, how and by whom
- Format and content
- Analysis and findings
- Exit interview sample

❖ Course Conclusion

❖ POST-ASSESSMENT and EVALUATION

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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