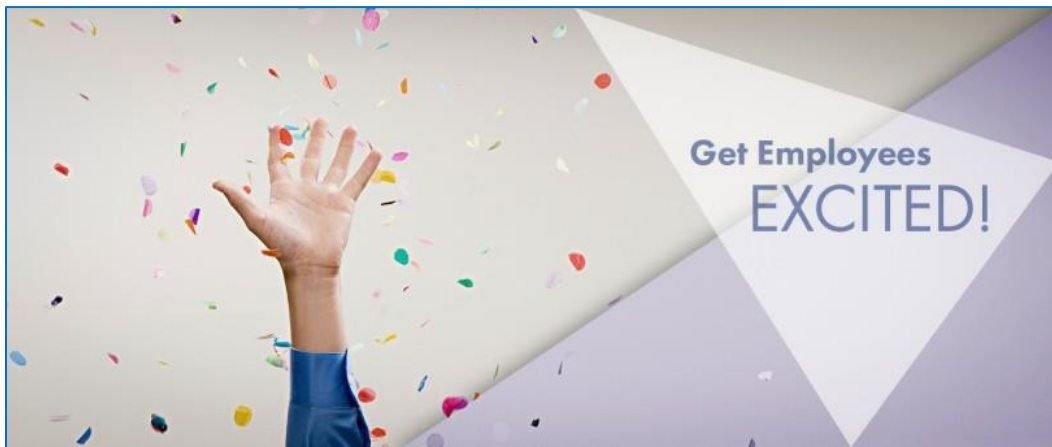




HM180: Employee Relations, Employee Engagement & Build and Sustain Relationships

Training Description:

This CMCT Intensive course examines the latest best practice in Employee Relationship Management. Employee Relationship Management involves managing the relationship and employee engagement 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 program 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 course will highlight:

- 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, build and sustain relationships
- Identifying causes of conflict at work and overcoming them
- Examples and case studies showing how to effectively handle workplace discipline and grievances

Training Objectives:

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

- ✓ Know how to introduce and manage an effective employee relationship program
- ✓ Relate the role of ER to the role of the Managers / Supervisor and Team Leader
- ✓ Deal with performance problems and modify the behaviour of employees
- ✓ Influence the behaviour of managers and team leaders
- ✓ Operate disciplinary procedures and grievance procedure
- ✓ Know how to manage absence
- ✓ Understand the role of an Employee Assistance program

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

Organisational Impact:

- ✓ 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

Training Designed for:

This course is intended for Employee Relations Specialists, HR and Personnel Professionals, Line Managers, Supervisors and Team Leaders. This course is designed to develop increased productivity and motivation through the application of best practice in the way that employees are treated by the organisation.

Training Program:

DAY ONE:

- ❖ PRE-TEST
- ❖ INTRODUCTION
- ❖ 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

DAY TWO:

- ❖ THE ER FUNCTION IN PRACTICE
 - Communications
 - Team Briefing
 - Consultation
 - Discipline - Gross Misconduct
 - Discipline - Poor Performance
 - Appeals
 - Handling Sickness Absence
 - Return to Work Interviews
 - Notification Rules
 - Trigger Mechanisms

DAY THREE:

- ❖ 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

DAY FOUR:

❖ 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

DAY FIVE:

❖ 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

❖ Course Conclusion

❖ POST-TEST and EVALUATION

Training Requirements:

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

Please note that the above topics can be amended as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

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, Software & General Discussions
- Pre and Post Test



Training Certificate(s):

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

Training Fees:

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 - 13:30	Recess (Prayer Break & Lunch)
13:30 - 15:00	Last Session

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

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Training & Career Development Department