€TRAINING

Certified Employee Relations Specialist

23 - 27 September 2024
London (UK)
Landmark Office Space

Certified Employee Relations Specialist

Introduction:

The Certified Employee Relations Specialist Training is a comprehensive 5-day program designed to equip professionals with the knowledge and skills needed to excel in the field of employee relations. Employee relations is a critical component of human resources management, focusing on creating and maintaining a positive and productive work environment, managing conflicts, and ensuring legal compliance. This training program is ideal for HR professionals, managers, and anyone interested in enhancing their understanding of employee relations practices.

Course Objectives:

At the end of this course the participants will be able to:

- Gain a solid foundation in the principles and concepts of employee relations, including its role in organizational success.

- Develop effective conflict resolution and mediation skills to foster a harmonious work environment.

- Learn the key employment laws, regulations, and best practices to ensure compliance and mitigate risks.

- Explore strategies for enhancing employee engagement and morale, leading to improved productivity and retention.

- Develop effective communication strategies to manage difficult conversations, grievances, and negotiations.

- Master techniques for conducting performance reviews and addressing performance-related issues.

- Understand the dynamics of unionized workplaces and learn how to navigate union-management relationships.

- Explore the ethical considerations and responsibilities in employee relations, including confidentiality and fairness.

- Apply their knowledge through real-life case studies and scenarios to hone your employee relations skills.

Targeted Audience:

This training program is suitable for a wide range of professionals, including:

- Human Resources Managers and Practitioners
- Employee Relations Specialists
- Managers and Supervisors
- Labor Relations Professionals
- Legal and Compliance Officers

- Business Owners
- Anyone interested in enhancing their employee relations knowledge and skills

Course Outlines:

Unit 1: Fundamentals of Employee Relations

- Introduction to Employee Relations
- Role of Employee Relations in Organizational Success
- The Historical Perspective of Employee Relations
- Current Trends and Challenges

Unit 2: Conflict Resolution and Mediation

- Understanding Conflict in the Workplace
- Conflict Resolution Techniques
- Mediation Skills and Strategies
- Building Positive Workplace Relationships

Unit 3: Legal Compliance

- Employment Laws and Regulations
- Equal Employment Opportunity EEO and Diversity
- Workplace Policies and Procedures
- Handling Discrimination and Harassment Complaints

Unit 4: Employee Engagement and Communication

- Employee Engagement Strategies
- Effective Communication in Employee Relations
- Managing Difficult Conversations
- Negotiation Techniques

Unit 5: Performance Management, Union Relations, and Ethical Conduct

- Performance Management Best Practices
- Union-Management Relations
- Ethical Considerations in Employee Relations
- Case Studies and Practical Application