



ADVANCED Employee Relations

Course Introduction:

Advanced Employee Relations is the work that involves providing advice and assistance to employees and managers, program administration, research, and case management in matters related to conduct, performance, attendance, and dispute resolution. In this workshop, participants will have an understanding of employee relations and its role in improving the employee's performance.

Course Objectives:

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

- Define Employee Relations from a legal perspective and link it with the labor law.
- Use the legal and ethical approach in dealing with personal issue of employees.
- Conduct reliable opinion surveys aimed at assessing organizational health.
- Provide tangible support to other HR functions in establishing and implementing a fair performance management culture
- Implement a recognition system aimed at enhancing employee retention.
- List the main steps in dispute resolutions and use them both employees and the organization
- Establish a code of conduct and compliance culture in the organization.

Who Should Attend?

Senior employees in Employee Relation, Human Resources or Personnel and Administration who are directly or indirectly responsible for supporting employees while protecting the organization.

International Centre For Training & Development

Course Outline:

Understanding Employee Relations (ER)

- The Importance of Knowing the labor law
- The Labor Law Definition of Employee Relations
- Employee Rights and Responsibilities
- The Importance of Balancing Rights of Both Parties

Managing Personal Issues

- The Definitions of a Personal Issue
- Deciding on Counseling Tactics
- The Importance of Drawing the Line between Coaching and Counseling
- Approaches to Counseling
- Providing Counsel without Harming Organizational interests and Accountabilities

- When to Avoid or Refuse Providing Counsel
- The Responsibilities of ER Counselors

Employee Surveys

- The Difference between Opinion and Morale Surveys
- Approaches to Measuring Morale Surveys
- The Use of Subjective and Objective Data
- The Main Key Performance Indicators in Morale Surveys
- Establishing Employee Morale Index

Performance Management (PM)

- The Role of ER in Managing Performance
- The Components of a Fair Performance Management System
- Measuring the Tangibles: How to Use Goals and target in a PM System
- Measuring the Tangibles: The Role of Competencies and Values in Measuring Performance

Employee Recognition

- The Essentials of a Recognition Program
- Tangible and Intangible Rewards
- Linking Performance with Pay: The Role of ER
- Dealing with Underperformers

Dispute Resolution

- The Definition of a Dispute
- Differences between Disputes, Conflicts and Differences of Opinion
- What the labor Law Says about Disputes
- The Policy and Procedures for Dispute Resolution
- The Main Step in Resolving Disputes
- Escalating Disputes: What to do When Disputes Are Irreconcilable

Codes of Conduct and Compliance

- The Definition of a Code of Conduct
- The Roles of ER in Establishing Codes of Conduct
- The Main Sections in a Code of Conduct Manual
- Compliance Issues: The Role of ER

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session