

Certified Employee Relations Professional

Berlin (Germany)

23 - 27 December 2024

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Certified Employee Relations Professional

Code: HR28 From: 23 - 27 December 2024 City: Berlin (Germany) Fees: 4200 Pound

Introduction

This course aims to improve employee relations management by understanding fundamental principles and modern techniques for effective communication, conflict management, and employee motivation. The course is designed to equip participants with the necessary knowledge to enhance the work environment and boost performance.

Course Objectives

- Understand the principles of employee relations management.
- Enhance communication skills with employees.
- Manage and resolve conflicts effectively.
- Motivate and recognize employees.
- Analyze and improve the work environment.

Course Outline

Day 1: Introduction to Employee Relations Management

- Definition of employee relations management.
- Importance of relationships in the work environment.
- Analyzing the current work environment.

Day 2: Communication Skills

- Principles of effective communication.
- Techniques for listening and non-verbal communication.
- Building positive relationships with employees.

Day 3: Conflict Management

- Causes and impacts of conflicts.
- Strategies for resolving conflicts.
- Constructive approaches to handling conflicts.

Day 4: Employee Motivation and Recognition

- Methods for motivating employees.
- Role of rewards and recognition.
- Strategies for building a culture of appreciation.

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Day 5: Analyzing and Improving the Work Environment

- Analyzing work environment issues.
- Strategies for improving the work environment.
- Monitoring and evaluating improvement outcomes.

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BLACKBIRD
FOR TRAINING

 International House 185 Tower Bridge
Road London SE1 2UF United Kingdom

 +44 7401 1773 35
+44 7480 775526

 Sales@blackbird-training.com

 www.blackbird-training.com

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