

## Certified Employee Relations Professional

*Toronto (Canada)*

*24 - 28 March 2025*

UK Training

# PARTNER



## Certified Employee Relations Professional

Code: HR28 From: 24 - 28 March 2025 City: Toronto (Canada) Fees: 4700 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.

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a knight) on it, set against a background of concentric circles. The text 'UK Training PARTNER' is overlaid on the right side of the chessboard.

UK Training  
**PARTNER**

Day 5: Analyzing and Improving the Work Environment

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

UK Training  
**PARTNER**





# Blackbird Training Cities

## Europe



Copenhagen (Denmark)



Sarajevo (Bosnia and Herzegovina)



Málaga (Spain)



Cascais (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)  
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Los Angeles (USA)



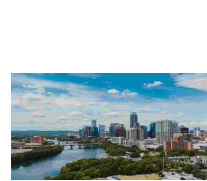
Florida (USA)



Online



Phoenix (USA)



Texas (USA)



Boston (USA)



Washington (USA)



Miami (USA)



New York (USA)



Toronto (Canada)

## USA & Canada

UK Training  
**PARTNER**

## Blackbird Training Cities

### Asia



Baku (Azerbaijan)



Maldives (Maldives)



Manila (Philippines)



Bali (Indonesia)



Bangkok (Thailand)



Beijing (China)



Singapore (Singapore)  
(Kuwait)



Sydney (Australia)



Tokyo (Japan)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City



Jakarta (Indonesia)

### Africa



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)





## Blackbird Training Clients



UK Training  
**PARTNER**

## Blackbird Training Categories

### Management & Admin

Professional Skills  
Finance, Accounting, Budgeting  
Media & Public Relations  
Project Management  
Human Resources  
Audit & Quality Assurance  
Marketing, Sales, Customer Service  
Secretary & Admin  
Supply Chain & Logistics  
Management & Leadership  
Agile and Elevation

### Technical Courses

Hospital Management  
Public Sector  
Special Workshops  
Oil & Gas Engineering  
Telecom Engineering  
IT & IT Engineering  
Health & Safety  
Law and Contract Management  
Customs & Safety  
Aviation  
C-Suite Training



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

 +44 7401 1773 35  
+44 7480 775526

 [Sales@blackbird-training.com](mailto:Sales@blackbird-training.com)

 [www.blackbird-training.com](http://www.blackbird-training.com)

UK Training  
**PARTNER**

