

## Certified Employee Relations Professional

*Tunis (Tunisia)*

*23 - 27 March 2026*

UK Training

# PARTNER



## Certified Employee Relations Professional

Code: HR28 From: 23 - 27 March 2026 City: Tunis (Tunisia) Fees: 3700 Pound

### Introduction

The "Employee Relations Management" course is designed to enhance your skills in managing employee relations by exploring fundamental principles and modern techniques for effective communication, conflict resolution, and employee motivation. This comprehensive program provides participants with the knowledge and tools needed to foster a positive work environment and improve overall organizational performance. Ideal for HR professionals and company managers, this course focuses on addressing daily employee-related challenges and developing practical expertise in employee relations management.

### Course Objectives

By the end of this course, participants will be able to:

- Understand Employee Relations Management: Learn the definition of employee relations and its importance in the workplace.
- Enhance Communication Skills: Apply effective communication techniques to build and sustain positive relationships with employees.
- Manage and Resolve Conflicts: Master strategies for addressing and resolving workplace conflicts constructively.
- Motivate and Recognize Employees: Explore methods for boosting employee morale and creating a culture of appreciation.
- Analyze and Improve the Work Environment: Identify workplace challenges and implement strategies to enhance employee satisfaction and productivity.

### Course Outlines

#### Day 1: Introduction to Employee Relations Management

- Definition of employee relations and its importance in fostering workplace harmony.
- Understanding challenges in managing employee relations.
- Exploring employee relations best practices to improve engagement and performance.

#### Day 2: Communication Skills

- Principles of effective communication in employee relations.
- Techniques for active listening and interpreting non-verbal communication.
- Building trust and rapport with employees through consistent communication.

#### Day 3: Conflict Management

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

UK Training  
**PARTNER**

- Identifying common causes of workplace conflict and their impact on team dynamics.
- Learning conflict resolution strategies that foster collaboration and growth.
- Techniques for managing difficult conversations effectively.

#### Day 4: Employee Motivation and Recognition

- Methods for motivating employees to achieve high levels of performance.
- The role of rewards and recognition in improving employee engagement.
- Creating a culture of appreciation that supports employee development.

#### Day 5: Analyzing and Improving the Work Environment

- Assessing workplace issues and identifying areas for improvement.
- Implementing strategies to create a positive and productive work environment.
- Monitoring the effectiveness of initiatives and fostering continuous improvement.

#### Why Attend This Course? Wins & Losses!

- Earn a Certification: Enhance your career prospects with a certified employee relations professional credential.
- Master Communication Skills: Learn practical techniques to improve employee communication and collaboration.
- Resolve Conflicts Effectively: Gain expertise in resolving conflicts to create a harmonious workplace.
- Boost Team Performance: Implement strategies that improve morale and drive productivity.
- Enhance Leadership Abilities: Strengthen your ability to manage and motivate teams effectively.

#### Conclusion

The "Employee Relations Management" course is a must-attend program for professionals aiming to master the art of fostering positive relationships in the workplace. Participants will acquire valuable skills in communication, conflict resolution, and employee motivation, laying the foundation for a productive and supportive work environment. Whether you're an employee relations specialist, an HR professional, or a manager, this course equips you with practical tools to navigate the complexities of employee management effectively.

Enroll now to become a certified expert in employee relations and transform your organization's workplace culture and performance!

## Blackbird Training Cities

### Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)



Podgorica (Montenegro)



Batumi (Georgia)



Salzburg (Austria)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



## Blackbird Training Cities

### USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

### ASIA



Baku (Azerbaijan)  
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)  
(Kuwait)



Phuket (Thailand)



Shanghai (China)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City



Seoul (South Korea)



Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta (Indonesia)



Amman (Jordan)



Beirut

UK Training  
**PARTNER**

## Blackbird Training Cities

### AFRICA



Kigali (Rwanda)



Cape Town ( South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



## Blackbird Training Clients

 <p><b>MANNAI CORPORATION</b> MANNAI Trading Company WLL, Qatar</p>	 <p><b>GAC</b> UNE FILIALE D' EGA Alumina Corporation Guinea</p>	 <p><b>Booking.com</b> Booking.com Netherlands</p>	 <p><b>OXFAM</b> Oxfam GB International Organization, Yemen</p>	 <p><b>Capital Markets Authority</b> Kuwait</p>
 <p><b>WS</b> Waltersmith Petroman Oil Limited Nigeria</p>	 <p><b>QNB</b> Qatar National Bank (QNB), Qatar</p>	 <p><b>Qatar Foundation</b> Qatar</p>	 <p><b>AFRICAN UNION ADVISORY BOARD ON CORRUPTION</b> Tanzania</p>	 <p><b>KFAS</b> Kuwait Foundation for the Advancement of Sciences KFAS Kuwait</p>
 <p><b>Reserve Bank of Malawi</b> Malawi</p>	 <p><b>Central Bank of Nigeria</b> Nigeria</p>	 <p><b>Ministry of Interior Kingdom of Saudi Arabia</b> Ministry of Interior, KSA</p>	 <p><b>Mabruk Oil Company</b> Libya</p>	 <p><b>Saudi Electricity Company</b> KSA</p>
 <p><b>BPKH</b> Badan Pengelola Keuangan Haji BADAN PENGELOLA KEUANGAN Haji, Indonesia</p>	 <p><b>NATO Italy</b></p>	 <p><b>ENI</b> ENI CORPORATE UNIVERSITY, Italy</p>	 <p><b>GULF BANK</b> Gulf Bank Kuwait</p>	 <p><b>General Organization for Social Insurance</b> KSA</p>
 <p><b>Defence Space Administration</b> Nigeria</p>	 <p><b>National Industries Group (Holding),</b> Kuwait</p>	 <p><b>Hamad Medical Corporation</b> Qatar</p>	 <p><b>USAID</b> Pakistan</p>	 <p><b>STC</b> STC Solutions, KSA</p>
 <p><b>North Oil Company</b> North Oil company,</p>	 <p><b>EKO Electricity</b></p>	 <p><b>OMAN BROADBAND</b> Oman Broadband</p>	 <p><b>UNITED NATIONS</b> UN.</p>	 <p><b>Authority for Electricity Regulation, Oman</b> Authority for</p>

UK Training  
**PARTNER**

## Blackbird Training Categories

### Management & Admin

Entertainment & Leisure  
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

Artificial Intelligence (AI)  
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

 www.blackbird-training.com

UK Training  
**PARTNER**

