

Certified Employee Relations Professional

Amman (Jordan)

7 - 11 November 2025

UK Training

PARTNER



Certified Employee Relations Professional

Code: HR28 From: 7 - 11 November 2025 City: Amman (Jordan) Fees: 3300 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.

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.

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)
(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)



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)

Africa



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Pulau Ujong (Singapore)



Jakarta (Indonesia)



Amman (Jordan)



Beirut (Lebanon)

UK Training
PARTNER

Blackbird Training Cities

Asia



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



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

 www.blackbird-training.com



UK Training
PARTNER

The image shows a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. The board is set against a background of concentric circles.