

Certified Employee Relations Professional

*Kigali (Rwanda)*

*9 - 13 December 2024*

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## Certified Employee Relations Professional

Code: HR28 From: 9 - 13 December 2024 City: Kigali (Rwanda) 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.

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

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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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