

## Employee Relations: Roles and Responsibilities

*Geneva (Switzerland)*

*15 - 19 December 2025*

UK Training

# PARTNER



## Employee Relations: Roles and Responsibilities

Code: HR28 From: 15 - 19 December 2025 City: Geneva (Switzerland) Fees: 4700 Pound

### Introduction

The field of employee relations has evolved significantly in recent years, driven by changes in the workforce, advancements in technology, and the increasing importance of maintaining positive relationships between employers and employees. This course aims to provide participants with a modern and advanced introduction to employee relations, focusing on the roles and responsibilities of both employers and employees in fostering a healthy work environment. Through a combination of theoretical knowledge, practical examples, and interactive discussions, participants will gain valuable insights into effective strategies for managing employee relations in today's dynamic workplace.

### Course Objectives

- **Understand the Importance of Employee Relations:** Explore the significance of fostering positive employee relations and its impact on organizational productivity, employee engagement, and retention. Learn the definition of employee relations and the benefits of good employee relations.
- **Identify Key Stakeholders:** Recognize the various stakeholders involved in employee relations, including employees, managers, HR professionals, and labor unions, and understand their roles and responsibilities. This includes understanding the function of the employee relations department and the role of an employee relations specialist.
- **Legal and Ethical Considerations:** Examine the legal and ethical frameworks that govern employee relations, including employment laws, regulations, and best practices, to ensure compliance and fairness. Understand the advantages of employee relations through adherence to these frameworks.
- **Communication and Conflict Resolution:** Develop effective communication skills to promote open dialogue, resolve conflicts, and maintain a healthy work environment. Gain insights into employee relations skills that are essential for managing difficult conversations and addressing grievances.
- **Employee Engagement and Motivation:** Explore strategies for enhancing employee engagement and motivation through recognition, rewards, career development, and work-life balance initiatives. Understand how these elements contribute to a successful employee relations strategy.
- **Performance Management:** Understand the role of performance management in employee relations, including goal-setting, feedback, coaching, and disciplinary processes. This will include training for employee relations to enhance performance.
- **Diversity and Inclusion:** Recognize the importance of diversity and inclusion in employee relations and learn how to foster an inclusive workplace that values and respects individual differences.
- **Workplace Well-being:** Address the significance of employee well-being and its impact on productivity, and explore strategies for promoting work-life balance, stress management, and mental health support as part of effective employee relations practices.
- **Employee Relations in the Digital Age:** Examine the impact of technology on employee relations and explore strategies for managing remote teams, virtual communication, and digital collaboration.

### Course Outlines

The logo for UK Training Partner, featuring the text 'UK Training' in a smaller font above the word 'PARTNER' in a large, bold, black font. The background of the logo is a stylized chessboard with several chess pieces (a king, a queen, a rook, and a pawn) in gold and silver.

### Day 1: Introduction to Employee Relations

- Understanding the concept and definition of employee relations.
- Historical overview and evolution of employee relations.
- Importance of effective employee relations in modern organizations.

### Day 2: Legal and Ethical Frameworks

- Overview of employment laws and regulations related to employee relations.
- Ethical considerations in employee relations.
- Ensuring fairness and compliance in the workplace as part of employee relations policy.

### Day 3: Communication and Conflict Resolution

- Effective communication strategies for employee relations.
- Conflict resolution techniques and mediation skills in employee relations case management.
- Managing difficult conversations and addressing grievances.

### Day 4: Employee Engagement and Performance Management

- Creating a culture of employee engagement as a best practice in employee relations.
- Performance management systems and processes relevant to management employee relations.
- Providing constructive feedback and coaching for improvement.

### Day 5: Diversity, Inclusion, and Workplace Well-being

- Promoting diversity and inclusion in the workplace as a cornerstone of employee relations.
- Strategies for fostering work-life balance and well-being as part of an employee relations strategy.
- Employee assistance programs and mental health support as benefits of good employee relations.

### Why Attend this Course: Wins & Losses!

- Gain a comprehensive understanding of what is employee relations and its impact on organizational success.

A graphic of 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. In the background, there are concentric circles and the text 'UK Training PARTNER' in a bold, black, sans-serif font.

UK Training  
**PARTNER**

- Develop employee relations skills essential for fostering positive workplace relationships.
- Learn best practices in employee relations to enhance employee engagement and productivity.
- Understand the role of an employee relations specialist and how to navigate complex employee relations case management.
- Explore legal frameworks to ensure compliance and fairness in employee relations policy.

## Conclusion

Through this course, participants will develop a comprehensive understanding of employee relations, including the meaning and definition of employee relations, the roles of various stakeholders, and best practices. By the end, you will be equipped with the knowledge and skills necessary for effective employee relations, enhancing your ability to contribute positively to your organization's success.

We look forward to guiding you through this engaging educational journey into the world of employee relations!



## 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)  
Korea



Phuket (Thailand)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Seoul (South)



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**

