BLACKBIRD FOR TRAINING

Employee Relations: Roles and Responsibilities

24 – 28 October 2027
Amman (Jordan)



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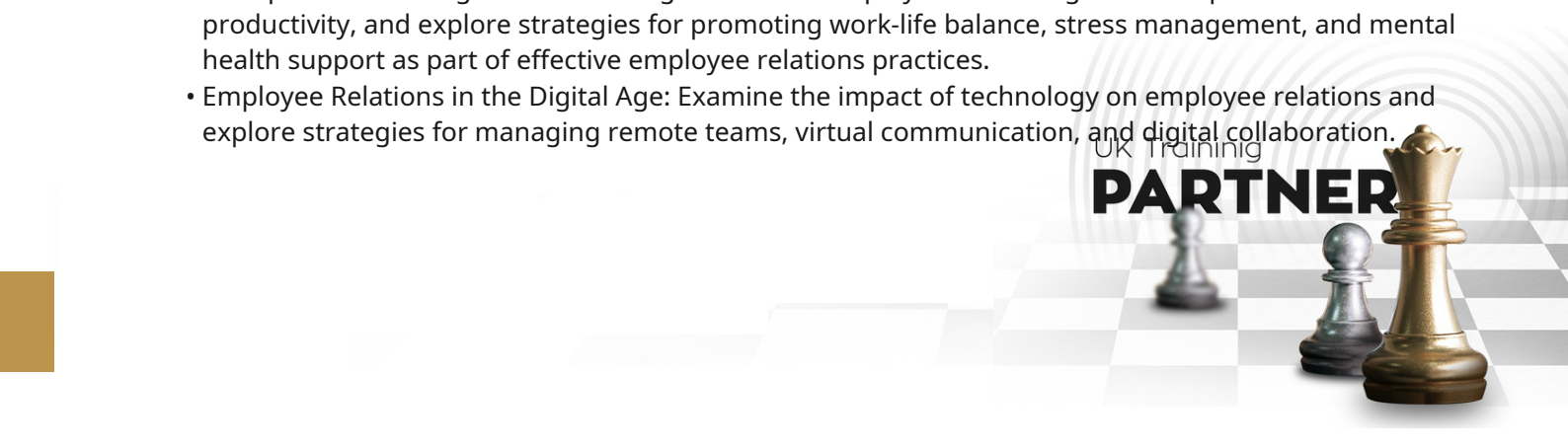
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Introduction

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

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.
- 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!

