



EMPLOYEE RELATIONS:

Motivation, Grievances & Discipline

Course Introduction:

The course is designed to develop increased productivity and motivation through the application of best practice in the way that employees are treated by the organization. The course will enable the creation of a working environment in which all staff is able to contribute their full potential. This will involve creating a supportive and trusting climate at work and ensuring that individual and collective ER issues are handled positively and sensitively.

The main features of the course are:

- Shows how to create a close working relationship between ER and the rest of the organization
- Establishes the policies that create an effective ER function
- Matches these policies to the practices that support them
- Addresses how to get the best from people
- Addresses key issues for ER and Supervisors/Team Leaders such as handling absence, poor timekeeping and unrealistic aspirations for promotion

Course Objectives:

Upon successful completion of this course, participants will:

- Be able to relate the role of ER to the role of the Managers/Supervisor and Team Leader
- Know how to manage change
- Be able to deal with performance problems and modify the behavior of employees
- Be able to influence the behavior of managers and team leaders
- Be able to operate disciplinary procedures and grievance procedure
- Know how to manage absence
- Understand the role of an Employee Assistance program

Who Should Attend?

The course is designed to develop increased productivity and motivation through the application of best practice in the way that employees are treated by the organization. Attendance at the course will benefit:

- Employee Relations Specialists
- HR and Personnel Professionals
- Line Managers
- Supervisors and Team Leaders

Course Outline:

DAY 1: The Core Role of Employee Relations

- The Context

- Change Management
- ER and Nationalization
- Understanding the Rationale of ER
- The Core Role of ER
- The distinction between the role of ER and the role of the Manager
- The Impact on Policies and Procedures
- Change Agent and Employee Champion
- The Psychological Contract

DAY 2: The ER function in Practice

- Communications
- Team Briefing
- Consultation
- Discipline - Gross misconduct
- Discipline - poor performance
- Appeals
- Handling sickness absence
- Return to work interviews
- Notification Rules
- Trigger Mechanisms

DAY 3: Supporting the Manager, Supervisor or Team Leader

- Grievances
- Conducting the Grievance Interview
- Management's right to manage
- Equal Opportunities
- Discrimination
- Equality and diversity
- Harassment and Bullying
- Motivation

DAY 4: Managing Performance, Counseling, Providing Employee Assistance

- The performance management process
- Motivation and Goal Theory
- Giving Feedback
- Coaching
- Counseling – Managers and Supervisors
- Counseling employees
- A Counseling Style Inventory

- Employee Assistance Programs

DAY 5: Getting the Best from People

- Getting the best from People
- Then characteristics of leaders
- Leading Vs Managing
- Leadership Competencies
- Leadership development
- 360 degree feedback
- Course review
- Personal Development Planning

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advised as per the course location. This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

