

# € TRAINING

Certified Employee Relations Professional  
CERP

A group of four smiling professionals (two men and two women) in a meeting setting, wearing white shirts. The image is partially obscured by a blue curved graphic element.

9 - 13 December 2024  
Rome (Italy)



# Certified Employee Relations Professional CERP

REF: H2385 DATE: 9 - 13 December 2024 Venue: Rome (Italy) - Fee: 5940 Euro

## Introduction:

This program is designed to prepare participants for the certification exam only.

This program is designed to enhance participants' understanding of employee relations by covering its fundamental concepts and significance in the workplace.

## Program Objectives:

By the end of this program, participants will be able to:

- Understand the fundamentals of employee relations and its importance in the workplace.
- Develop and implement effective employee relations strategies.
- Handle workplace conflicts and disputes efficiently.
- Ensure compliance with employment laws and regulations.
- Foster a positive and productive work environment.
- Prepare for the CERP certification exam.

## Target Audience:

- HR professionals.
- Employee relations specialists.
- Managers and supervisors.
- Legal advisors in employment law.
- Personnel involved in managing workplace relationships.

## Program Outline:

Unit 1:

Introduction to Employee Relations:

- Definition and scope of employee relations.

- Importance of employee relations in the workplace.
- Key roles and responsibilities of employee relations specialists.
- Historical evolution and current trends in employee relations.
- Ethical considerations in employee relations.

## Unit 2:

### Developing Employee Relations Strategies:

- Assessing the workplace environment.
- Creating and implementing employee relations policies.
- Employee engagement and retention strategies.
- Communication strategies for effective employee relations.
- Monitoring and evaluating employee relations programs.

## Unit 3:

### Handling Workplace Conflicts:

- Identifying sources and types of workplace conflicts.
- Conflict resolution techniques and best practices.
- Mediation and negotiation skills.
- Managing disciplinary actions and grievances.
- Case studies.

## Unit 4:

### Legal Aspects of Employee Relations:

- Overview of employment laws and regulations.
- Understanding employee rights and employer obligations.
- Handling discrimination, harassment, and retaliation claims.
- Conducting investigations and documentation.
- Ensuring legal compliance in employee relations practices.

## Unit 5:

### Fostering a Positive Work Environment:

- Building a culture of trust and respect.
- Strategies for promoting diversity and inclusion.
- Employee recognition and reward programs.
- Work-life balance initiatives.
- Measuring and improving employee satisfaction.
- Prepare for the certification exam.

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