


€ TRAINING

Employee Relations with Motivation,
Grievances and Discipline (Certified
Employee Relationship Specialist)

A photograph of four smiling professionals in a meeting. A woman in a black top and beaded necklace is in the foreground, looking towards the camera. Behind her are three other people (two men and one woman) in white shirts, looking towards the right. The background is a bright, modern office setting.

29 December 2024 -
2 January 2025
Amman (Jordan)



Employee Relations with Motivation, Grievances and Discipline (Certified Employee Relationship Specialist)

REF: H201 DATE: 29 December 2024 - 2 January 2025 Venue: Amman (Jordan) - Fee: 3350 Euro

Introduction:

This program is designed to prepare participants for the certification exam only. It aims to increase productivity and motivation by applying best practices in how the organization treats employees. The course focuses on creating a working environment where all staff can contribute their full potential by fostering a supportive and trusting climate at work. Additionally, it ensures that individual and collective employee relations issues are handled positively and sensitively.

Program Objectives:

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

- Create a close working relationship between the ER and the rest of the organization.
- Establish the policies that create an effective ER function.
- Address key issues for ER and Supervisors/Team Leaders such as handling absence, poor timekeeping, and unrealistic aspirations for promotion.
- Relate the role of ER to the role of the Managers/Supervisor and Team Leader.
- Manage the change.
- Deal with performance problems and modify the behavior of employees.
- Recognize the different roles of HR and ER staff; line managers, supervisors, and team leaders.

Targeted Audience:

- Managers, Supervisors, and Team Leaders
- Human Resources Specialists
- Employee Relations Officers
- Organizational Development Professionals

Program Outline:

Unit 1:

The Core Role of Employee Relations:

- Change Management
- ER and Nationalisation
- 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
- The Psychological Contract

Unit 2:

The ER function in Practice:

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

Unit 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

Unit 4:

Providing Employee Assistance:

- The performance management process
- Motivation and Goal Theory
- Giving Feedback
- Coaching
- Counseling - Managers and Supervisors
- Counseling employees
- A Counselling Style Inventory
- Employee Assistance Programmes

Unit 5:

Maximizing Employee Potential and Leadership Excellence

- Optimizing Employee Performance
- Characteristics of Effective Leaders
- Leadership vs. Management
- Core Leadership Competencies
- Leadership Development
- 360-Degree Feedback

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