

# € TRAINING

Certified Employee Relationship Specialist



24 - 28 February 2025  
Milan (Italy)



# Certified Employee Relationship Specialist

REF: H201 DATE: 24 - 28 February 2025 Venue: Milan (Italy) - Fee: 5940 Euro

## Introduction:

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

This training program is designed to provide participants with the comprehensive knowledge and skills required to manage employee relations effectively within an organization. It empowers participants to foster positive workplace relationships, manage conflicts, ensure compliance with labor laws, and promote a culture of collaboration.

## Program Objectives:

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

- Understand the key principles of employee relations and their role in organizational success.
- Develop strategies to foster a positive work environment that promotes employee engagement.
- Resolve workplace conflicts and handle grievances with professionalism and legal compliance.
- Ensure adherence to labor laws and regulations related to employee relations.
- Prepare effectively for the CERS certification exam.

## Target Audience:

- HR Managers and Professionals.
- Employee Relations Specialists.
- Labor Relations Managers.
- Organizational Development Professionals.
- Business Leaders and Supervisors involved in employee management.

## Program Outline:

### Unit 1:

#### Foundations of Employee Relations:

- Key concepts: employee engagement, morale, trust, and organizational collaboration.
- Understanding the role of employee relations in enhancing organizational performance.

- The importance of employee engagement and its impact on productivity.
- Key tools and techniques for building positive employee relationships.
- Best practices in employee relations management across different industries.

## Unit 2:

### Conflict Resolution and Grievance Handling:

- Understanding common causes of workplace conflict and grievances.
- Conflict resolution models: interest-based, power-based, and rights-based approaches.
- Steps to handling employee grievances fairly and legally.
- Mediation and negotiation skills to resolve disputes and foster collaboration.
- Preparing for the CERS certification: focus on conflict management scenarios.

## Unit 3:

### Legal Compliance in Employee Relations:

- Overview of labor laws affecting employee relations FLSA, EEOC, ADA, etc..
- Legal frameworks for managing workplace disputes and disciplinary actions.
- Ensuring compliance with anti-discrimination and workplace safety laws.
- Managing sensitive employment issues such as termination and layoffs legally.
- Key exam preparation points: legal considerations in employee relations.

## Unit 4:

### Employee Engagement and Retention Strategies:

- Developing strategies to increase employee engagement and satisfaction.
- Implementing programs that support employee morale and career development.
- Using analytics and surveys to measure and improve employee engagement.
- Creating feedback mechanisms that promote open communication.
- Exam preparation: understanding best practices in employee engagement and retention.



## Unit 5:

### Certification Preparation and Best Practices:

- Review of key employee relations concepts and exam topics.
- Strategies for preparing for the CERS certification exam.
- Sample exam questions and their potential answers.
- Study resources and materials for the CERS certification.

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