



Employee Relations and Engagement

Motivation, Grievances, Conflict, and Discipline

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Employee Relations and Engagement

5 days training course

For detailed information on training course dates, please click the link:

[Employee Relations and Engagement.](#)



Course Overview

This 5-day course explores key aspects of employee relations (ER) and engagement, with a focus on managing workplace conflicts, employee discipline, supporting managers, and ensuring positive organizational culture. Participants will learn strategies for improving employee engagement, addressing grievances, and using tools for effective conflict resolution and performance management.

Learning Objectives:

- Understand the core role and functions of employee relations.
- Develop skills to manage change and foster a positive organizational culture.
- Learn effective communication strategies and how to handle disciplinary issues.
- Explore performance management techniques, coaching, and counseling.
- Apply conflict resolution and workplace investigation skills.

Who Should Attend?

HR professionals, managers, team leaders, and anyone involved in managing employee relations, performance, or engagement within the organization.

Course Outline:

Day 1: The Core Role of Employee Relations

- **The Context of Employee Relations (ER)**
 - Understanding the rationale behind ER and its importance.
 - The role of ER in shaping organizational culture and employee engagement.
- **ER and Nationalization**
 - Nationalization and the impact on ER practices.
- **ER vs. Manager's Role**
 - Distinguishing the roles of employee relations specialists and managers.
- **The Psychological Contract**
 - Understanding expectations between employees and employers.

Day 2: The ER Function in Practice

- **Effective Communication in ER**
 - Team briefing, consultation, and communication strategies.
- **Handling Employee Discipline**
 - Gross misconduct, poor performance, and appeals processes.
- **Sickness Absence Management**
 - Managing sickness absence, return-to-work interviews, and trigger mechanisms.



Day 3: Supporting Managers, Supervisors, and Team Leaders

- **Grievance Management**
 - Conducting grievance interviews and understanding management's right to manage.
- **Equality and Diversity**
 - Addressing discrimination, harassment, and promoting equality.
- **Motivating Employees**
 - Techniques for employee motivation and engagement.

Day 4: Managing Performance, Counseling, and Employee Assistance

- **The Performance Management Process**
 - Motivation theories and performance improvement techniques.
- **Coaching and Providing Feedback**
 - Methods for coaching, feedback, and goal setting.
- **Employee Assistance Programs (EAP)**
 - Role of counseling and job enrichment in employee well-being.

Day 5: Conflict Resolution, Documentation, and Software Tools

- **Conflict Management Programs**
 - Resolving conflicts, understanding the ground rules, and conducting workplace investigations.
- **The Importance of Good Records**
 - Using documentation and cloud-based software tools in conflict management and employee relations.
- **Personal Development Planning**
 - Techniques for employee development and engagement.



DOCUMENTATION

The **MTC team** has meticulously prepared **high-quality training materials** for distribution to all delegates.

CERTIFICATES

An **accredited Certificate of Completion** will be awarded to participants who successfully attend and complete the program.

SCHEDULE

Course sessions are scheduled as follows:

- **Morning Session:** 09:00 AM – 1:00 PM
- **Afternoon Session:** 01:00 PM – 05:00 PM

REGISTRATION & PAYMENT

To register, please complete the **registration form** available on the course page and submit it with your **preferred payment method**. Alternatively, you can contact us via **email or WhatsApp** for assistance.

CANCELLATION & REFUND POLICY

Delegates can **cancel or reschedule** their booking **within 7 days** of registration for a **full refund or free transfer** to another date. Cancellations made **after 7 days** are non-refundable unless due to medical reasons.

TRAVEL & TRANSPORT

We ensure a **seamless travel experience** by providing **airport-hotel-airport** transfers for all participants.