MERCURY

Certified Employee Relationship Conference: Motivation, Grievances & Discipline Training

19 – 23 July 2027
Milan (Italy)

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Certified Employee Relationship Conference: Motivation, Grievances & Discipline Training

Ref: 8045_1079745 **Date:** 19 – 23 July 2027 **Location:** Milan (Italy) **Fees:** 6200 Euro

Introduction:

The certified employee relationship program is designed to develop increased productivity and motivation through the application of best practices in the way that the organization treats employees. The employee relationship conference will create a working environment where all staff can contribute to their full potential.

This employee relationship conference will create a supportive and trusting climate at work and ensure that individual and collective ER issues are handled positively and sensitively.

In the employee relationship conference, we focus on nurturing the supervisor and employee relationship, a cornerstone of organizational success. We discuss leadership development tools and feedback mechanisms facilitating mutual growth and respect.

Understanding Employee Relations Certification Integration:

This certified employee relationship course integrates a dynamic employee relations certification process essential for HR professionals. Participants will gain insights into the certification benefits, enhancing their capability to manage workplace relationships effectively.

Within this certified employee relationship course, we explore the nuances of progressive employee discipline and effective employee grievance management, honing in on techniques that uphold respect and establish clear expectations within the company.

This certified employee relationship course delves into the intricacies of employee motivation, offering strategies and tools that supervisors and team leaders can implement to foster a high-performance culture.

Also, this comprehensive certified employee relationship course equips managers and supervisors with the essential skills for effective employee relations, leveraging counseling techniques, performance management, and support systems to navigate challenging scenarios.

Targeted Groups:

- Managers, Supervisors, and Team Leaders.
- Human Resources Specialists.
- Employees are seeking to gain new skills and knowledge to improve their careers.

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Conference Objectives:

At the end of this employee relationship conference, the participants will be able to:

- Create a close working relationship between the ER and the rest of the organization.
- Establish the policies that create a practical ER function.
- Match these policies to the practices that support them.
- Get the best from people.
- Address critical 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.
- Influence the behavior of managers and team leaders.
- Operate disciplinary procedures and grievance procedures.
- Know how to manage absence.
- Understand the role of an Employee Assistance Program.
- Recognize the roles of HR and ER staff line managers, supervisors, and team leaders.

Targeted Competencies:

Upon the end of this employee relationship conference, the target competencies will be able to:

- Leadership skills.
- Communication skills.
- Performance management.
- Employees relations.

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Conference Content:

Unit 1: The Core Role of Employee Relations:

- The Context.
- Change Management.
- ER and nationalisation.
- Understanding the Rationale of ER.
- The Core Role of ER.
- Overview of the distinction between the role of the ER and the manager.
- The Impact on Policies and Procedures.
- Change Agent and Employee Champion.
- The Psychological Contract.

Unit 2: The ER function in practice:

- Communications.
- Team Briefing.
- Consultation.
- Discipline - Gross misconduct.
- Discipline - poor performance.
- Appeals.
- Handle sickness absence.
- Return to work interviews.
- Notification Rules.
- 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.

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Unit 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 Programmes.

Unit 5: Getting the Best from People:

- Get the best from People.
- Then, the characteristics of leaders.
- Leading vs. Managing.
- Leadership Competencies.
- Leadership development.
- 360-degree feedback.
- Personal Development Planning.