MERCURY

Employee Affairs Management and Grievance Resolution Skills for Effective Organizational Performance

12 – 16 April 2027
Lisbon (Portugal)



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Introduction

Employee affairs management and grievance resolution are fundamental pillars for achieving a productive, sustainable work environment that contributes to organizational goals and enhances institutional performance. In light of the increasing challenges faced by modern organizations, it has become essential to adopt effective strategies for managing employee affairs and resolving grievances that promote transparency, build trust among employees, and ensure fairness in procedures.

This course aims to develop the essential skills and knowledge required for HR officers and administrative leaders to apply best practices in human resource management and dispute resolution. It focuses on tools and strategies that enhance effective communication, support the development of regulatory policies, and achieve a balance between employee needs and organizational requirements.

The program includes case studies and practical applications to deepen understanding of the presented topics. Organizations will be able to improve institutional performance by creating a fair and motivating work environment that supports creativity and innovation and helps build a sustainable organizational culture.

Targeted Audience

- Human Resources and Employee Affairs Managers.
- Administrative Leaders in Organizations and Companies.
- Recruitment and Labor Relations Officers.
- Department and Division Managers.
- HR and Conflict Resolution Consultants.
- Business Owners and Entrepreneurs.
- Individuals interested in developing employee management and grievance handling skills.

Training Course Objectives

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

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- Develop effective employee affairs management skills to achieve organizational goals.
- Enable participants to resolve disputes and grievances professionally and fairly.
- Enhance the ability to build a workplace environment that motivates employees and increases productivity.
- Introduce participants to the best global practices and policies in HR and grievance management.
- Equip participants to apply fairness and transparency to strengthen trust between management and employees.
- Train participants to design and implement strategies that improve organizational performance.
- Increase awareness of the importance of effective communication in handling employee issues.
- Enable participants to make informed decisions to resolve conflicts and balance employee needs with organizational objectives.

Target Competencies

- Conflict resolution and grievance handling skills.
- Effective employee affairs management skills.
- Ability to apply fairness and transparency in the workplace.
- Improving communication between management and employees.
- Developing organizational performance management strategies.
- Strengthening decision-making skills in employee-related issues.
- Ability to design and implement HR policies.
- Building a supportive and motivating organizational culture.

Course Content

Unit 1: Fundamentals of Employee Affairs Management

- Definition and importance of employee affairs management in organizations.
- The role of employee affairs in enhancing organizational performance.
- The relationship between employee affairs and human resource management.
- Legal and regulatory foundations of employee affairs management.
- Workforce needs analysis and human resource planning.

Unit 2: Grievance Handling and Conflict Resolution

- Concept of grievances and their common causes in the workplace.
- Types of conflicts and their impact on organizational performance.
- Skills for analyzing conflicts and understanding different perspectives.
- Effective strategies for fair grievance resolution.
- Leadership role in conflict resolution and organizational cohesion.
- Reporting grievances and documenting decisions.

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Unit 3: Building a Motivating and Supportive Work Environment

- Importance of creating a fair and motivating workplace.
- Developing a culture based on fairness and transparency.
- Enhancing employee loyalty and engagement.
- Applying performance management techniques to motivate employees.
- Strategies to reduce workplace stress and conflicts.

Unit 4: Communication Skills in Employee Affairs Management

- Importance of effective communication in strengthening management-employee relations.
- Strategies for building trust through constructive dialogue.
- Active listening techniques for handling employee complaints.
- Modern communication tools in employee affairs management.
- The role of body language in improving communication effectiveness.

Unit 5: Implementation of Policies and Organizational Procedures

- Designing human resource policies and procedures.
- The role of policies in reducing conflicts and grievances.
- Reviewing policies to ensure compliance with laws and regulations.
- Training employees on organizational policy compliance.
- Measuring policy effectiveness and improving it based on feedback.