MERCURY

# Employee Relations and Services Management Training

29 November – 3 December 2026
Dubai (UAE)



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# Employee Relations and Services Management Training

**Ref:** 15463_299152 **Date:** 29 November – 3 December 2026 **Location:** Dubai (UAE) **Fees:** 4600 Euro

## Introduction:

The employee relations and services management training course is designed to equip participants with the tools and knowledge to increase productivity and motivation by applying best practices in treating employees within the organization. Participants will learn to foster a work environment where every staff member is encouraged to contribute to their fullest potential. It includes establishing a supportive and trusting climate and handling individual and collective employee relations ER issues positively and sensitively.

The definition of Employee Relations Management ERM is a strategic approach to maintaining healthy, productive, and compliant relationships between an organization and its employees. This employee relations and services management course module will explore the key aspects of employee relations management, such as developing a strategic ER plan, integrating effective ER practices into corporate policy, and understanding the trends that shape employee relations today.

## Targeted Groups:

- Managers, Supervisors, and Team Leaders.
- Human Resources Specialists.
- Employees seeking to enhance their skills and knowledge for career advancement.

## Course Objectives:

Participants in this employee relations and services management course will:

- Forge a synergistic relationship between ER and the organization.
- Establish policies that underpin an effective ER system.
- Align these policies with supportive practices.
- Extract maximum effort and ability from the workforce.
- Tackle issues like absence management, poor timekeeping, and career development expectations.
- Understand how ER roles complement managerial and team leadership roles.
- Navigate through organizational change.
- Address performance issues and alter employee behavior.
- Influence the conduct of managers and team leaders.
- Implement disciplinary and grievance procedures effectively.
- Understand and manage employee absence.
- Recognize the significance of Employee Assistance Programs.
- Distinguish the varying roles of HR, ER, line managers, supervisors, and team leaders.

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## Targeted Competencies:

At the end of this employee relations and services management training, participants competencies will:

- Leadership skills.
- Communication skills.
- Performance management.
- Enhanced understanding of employee relations.

## Course Content:

### Unit 1: The Core Role of Employee Relations:

- Context of ER.
- Change Management approaches.
- ER's Role in Nationalization.
- The rationale behind Employee Relations Management.
- The distinction between ER functions and managerial roles.
- Impact of ER on Organizational Policies and Procedures.
- ER as a Change Agent and Employee Champion.
- Significance of the Psychological Contract in ER.

### Unit 2: The ER Function in Practice:

- Effective Communication Methods.
- Team Briefing Essentials.
- Consultation processes.
- Disciplinary actions for gross misconduct.
- Disciplinary actions for poor performance.
- Appeal procedures.
- Managing sickness absence.
- Return to work interviews.
- Notification Rules.
- Trigger Mechanisms.

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## Unit 3: Supporting the Manager, Supervisor, or Team Leader:

- Grievance mechanisms.
- Conducting grievance interviews.
- Upholding management's right to manage.
- Ensuring equal opportunities.
- Addressing discrimination.
- Building equality and diversity in the workplace.
- Tackling harassment and bullying.
- Strategies for motivation.

## Unit 4: Managing Performance, Counselling, Providing Employee Assistance:

- The performance management process.
- Theories of motivation and goal setting.
- Techniques for providing constructive feedback.
- Coaching methods.
- Counseling for managers, supervisors, and employees.
- Creating a Counselling Style Inventory.
- Employee Assistance Programmes and their role in ER.

## Unit 5: Getting the Best from People:

- Techniques for Maximizing Individual Contribution.
- Characteristics of effective leaders.
- Comparing leadership and management.
- Developing leadership competencies.
- Leadership development.
- Using 360-degree feedback for leadership development.
- Crafting Personal Development Plans PDP.