

## **Employee Relations Course Outline**

### **Background**

Dealing with people can be a difficult task at times. This flexible and participative course has been designed to give delegates life-long skills in understanding behavioural types and how to manage conflict.

### **Who Should Attend**

The course is aimed at those who carry out either supervisory, managerial and/or personnel-type functions within an organisation. However, the course is flexible enough to fulfil most job requirements.

### **Course Objectives**

By the end of the session, students will be able to:

- State a general definition of Employee Relations
- Cite two common and two divergent interests of employers and employees
- Determine at least three causes of individual and three causes of group conflict in the workplace
- Define the role of counselling in managing individual conflict
- Identify best practice in operating Grievance and Disciplinary procedures
- State at least two ways in managing group conflict in the workplace

### **The Award**

The course tutor will carry out an on-going assessment and successful students will receive an appropriate certificate.

### **Programme**

The course will be delivered over 1 day.

### **Course Venue**

This programme may be run either on-site or at one of our UK training venues.

### **Course Fees**

Please contact us for a quote based on your individual requirements.