



External Training Course

Employee Relations and Engagement

From 27 Oct. 2025 To 31 Oct. 2025
From 17 Nov. 2025 To 21 Nov. 2025
From 15 Dec. 2025 To 19 Dec. 2025

Hotel Ambit Barcelona, Spain

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Course Introduction

This Employee Relations and Engagement training course examines the latest best practice in Employee Relationship Management. Employee Relationship Management involves managing the relationship of each employee with the organisation and with each other. Employee Relations influences every HR decision made in an organisation. The techniques in this course will enable the creation of a working environment in which all staff are able to contribute their full potential. This will involve creating a supportive and trusting climate at work and ensuring that individual and collective ER issues are handled positively and sensitively. The main features of this training Course are:

- Shows how to create a working culture that encourages close working relationships.
- Establishes a policy for employee engagement – increasing employees commitment to an organisation and encouraging loyalty and productivity.
- Drawing the distinction between job satisfaction and employee engagement; it is not just about making employees happy at work, it is about getting them to contribute.
- Identifying causes of conflict at work and overcoming them.
- Examples and case studies showing how to effectively handle workplace discipline and grievances.

Course Objectives

By the end of this training Course, delegates will:

- Know how to introduce and manage an effective employee relationship programme.
- Be able to relate the role of ER to the role of the Managers / Supervisor and Team Leader.
- Be able to deal with performance problems and modify the behaviour of employees.
- Be able to influence the behaviour of managers and team leaders.
- Be able to operate disciplinary procedures and grievance procedure.
- Know how to manage absence.
- Understand the role of an Employee Assistance programme.

Training Methodology

The training methodology used is designed to encourage maximum participation by all delegates. The presenter will suggest ideas and theories to the delegates and then encourage them to test out the ideas by the use of discussion, small group work, exercises and feedback. Each day of this training course will end by delegates completing their own record of what has been learned on the day and considering how the ideas might be transferred back to the workplace.

Organisational Impact

The benefits to the organisation in delegates attending this training Course and putting the ideas into practice are as follows:

- Improved leadership.
- Greater productivity.
- Improved morale and commitment.
- The line management team (Supervisors and Team Leaders) will feel supported by the ER function.
- The ER Function will develop closer working relationships with the line management team (Supervisors and team Leaders).
- Improved standards of performance and conduct throughout the organization.

Personal Impact

This training Course will equip delegates with the following skills:

- Motivate employees in a positive and thorough way.
- Understand why people work and why they try hard (and why they sometimes don't)
- Handling Grievances.
- The different roles of HR and ER staff; line managers, supervisors and team leaders.
- How to make disciplinary action effective and the mistakes to avoid?
- Managing common problems such as absence or lateness.
- Managing performance and engagement.
- Linking the organisations values to the ER function.

Course Content

Day One: The Core Role of Employee Relations

- The Context.
- Change Management.
- ER and Nationalisation.
- Understanding the Rationale of ER.
- The Core Role of ER.
- Organisational Culture; Employee Engagement; Conflict Resolution; Workplace Investigations; Employee Discipline.
- The Distinction between the Role of ER and the Role of the Manager.
- The Impact on Policies and Procedures.
- Change Agent and Employee Champion.
- The Psychological Contract.

Day Two: The ER function in Practice

- Communications.
- Team Briefing.
- Consultation.
- Discipline - Gross Misconduct.
- Discipline - Poor Performance.
- Appeals.
- Handling Sickness Absence.
- Return to Work Interviews.
- Notification Rules.
- Trigger Mechanisms.

Day Three: 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.

Day Four: Managing Performance, Counselling, Providing Employee Assistance

- The Performance Management Process.
- Motivation and Goal Theory.
- Giving Feedback and Coaching.
- Informative Participative Decision Making Programmes.
- Job Enrichment.
- Self-Managed Work Teams.
- Quality Circles and Kaizen.
- Formal and Informal Consultation Programmes.
- Employee Assistance Programmes.

Day Five: Conflict Resolution; Documentation and Software

- Getting the Best from People.
- Techniques for Resolving Conflict.
- Conflict Management Programmes.
- The Ground Rules.
- Workplace Investigations.
- The Importance of Good Records - Consider Cloud-Based Software.
- Personal Development Planning.

Course Agenda:

(1st Day) Agenda

8.30	9.00	Opening Remarks (30 Min.).
9.00	11.30	<u>DISCUSS COURSE OBJECTIVES:</u> • The Core Role of Employee Relations. • The ER function in Practice. • Supporting the Manager, Supervisor or Team Leader. • Managing Performance, Counselling, Providing Employee Assistance. • Conflict Resolution; Documentation and Software.
11.30	12.00	Coffee Break
12.00	14.00	<u>The Core Role of Employee Relations:</u> • The Context. • Change Management. • ER and Nationalisation. • Understanding the Rationale of ER. • The Core Role of ER. • Organisational Culture; Employee Engagement; Conflict Resolution; Workplace Investigations; Employee Discipline. • The Distinction between the Role of ER and the Role of the Manager. • The Impact on Policies and Procedures. • Change Agent and Employee Champion. • The Psychological Contract.
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

(2nd Day) Agenda

9.00	11.30	<u>The ER function in Practice:</u> • Communications. • Team Briefing. • Consultation. • Discipline - Gross Misconduct. • Discipline - Poor Performance.
11.30	12.00	Coffee Break
12.00	14.00	<u>The ER function in Practice:</u> • Appeals. • Handling Sickness Absence. • Return to Work Interviews. • Notification Rules. • Trigger Mechanisms.
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

(3rd Day) Agenda

9.00	11.30	<u>Supporting the Manager, Supervisor or Team Leader:</u> • Grievances. • Conducting the Grievance Interview. • Management's Right to Manage. • Equal Opportunities.
11.30	12.00	Coffee Break
12.00	14.00	<u>Supporting the Manager, Supervisor or Team Leader:</u> • Discrimination. • Equality and Diversity. • Harassment and Bullying. • Motivation.
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

(4th Day) Agenda

9.00	11.30	<u>Managing Performance, Counselling, Providing Employee Assistance:</u> • The Performance Management Process. • Motivation and Goal Theory. • Giving Feedback and Coaching. • Informative Participative Decision Making Programmes. • Job Enrichment.
11.30	12.00	Coffee Break
12.00	14.00	<u>Managing Performance, Counselling, Providing Employee Assistance:</u> • Self-Managed Work Teams. • Quality Circles and Kaizen. • Formal and Informal Consultation Programmes. • Employee Assistance Programmes.
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

(5th Day) Agenda

9.00	11.30	<u>Conflict Resolution; Documentation and Software:</u> • Workplace Investigations. • The Importance of Good Records - Consider Cloud-Based Software. • Personal Development Planning.
11.30	12.00	Coffee Break
12.00	14.00	<u>Conflict Resolution; Documentation and Software:</u> • Getting the Best from People. • Techniques for Resolving Conflict. • Conflict Management Programmes. • The Ground Rules.
14.00	14.30	Questions, Discussion & Conclusion Training Course.
14.30		Buffet Lunch