

AMERICAN GLOBAL INSTITUTE
FOR PRIVATE TRAINING



External Training Course

Employee Relationship Specialist **(Managing Effectively the Relationship between your Organisation and your People)**

From 15 Dec. To 19 Dec. 2024

From 05 Jan. To 09 Jan. 2025

From 10 Feb. To 14 Feb. 2025

Marriott Marble Arch Hotel
London, UK

Mr. Ghanem F. Al-Otaibi

GM & Institute Owner

Tel.: 00965 22248901

Fax: 00965 22204999

Mob.: 00965 65548855

Mob.: 00965 97273712

Email: admin@agi-kw.com

Email: agi-kw@hotmail.com

W/SITE: WWW.AGI-KW.COM

External Training Course:

Employee Relationship Specialist

From 15 Dec. To 19 Dec. 2024

Fess: 1950 KD

From 05 Jan. To 09 Jan. 2025

Fess: 1950 KD

From 10 Feb. To 14 Feb. 2025

Fess: 1950 KD

Course Introduction

The Employee Relationship Specialist training course is designed to equip HR professionals with the essential skills and knowledge needed to excel in fostering positive employee relations within organizations. This training course aims to prepare delegates for a pivotal role in promoting a healthy and productive workplace environment. Throughout this training course, delegates will delve into various aspects of employee relations, focusing on strategies to enhance engagement, manage conflicts effectively, and support employee development. Delegates will gain insights into the importance of building trust, fostering open communication, and aligning organizational goals with employee needs.

Course Objectives

At the end of this Employee Relationship Specialist training course, delegates will be able to:

- Understand the role and responsibilities of an Employee Relationship Specialist (ERS).
- Develop skills in building and maintaining positive employee relations.
- Learn effective strategies for employee engagement and motivation.
- Acquire techniques for conflict resolution and mediation in the workplace.
- Gain knowledge in performance management, feedback delivery, and employee development.
- Explore legal considerations and compliance requirements related to employee relations.

Training Methodology

Our training methodology for the Employee Relationship Specialist training course is designed to be interactive, practical, and comprehensive, ensuring that delegates not only understand theoretical concepts but also gain practical skills that can be immediately applied in their roles. Here's an overview of our approach like; Interactive Lectures and Discussions and Real-World Scenarios, Role-Playing and Simulations, Group Activities and Projects, Workshops and Practical Exercises, Self-Assessments and Reflection, Evaluation and Feedback.

Organisational Impact

The training course will have a following significant impact on your organizations:

- **Improved Employee Engagement:** This training equips specialists with skills to foster positive relationships, enhance communication, and address employee concerns effectively. This can lead to higher levels of employee satisfaction, motivation, and commitment.
- **Enhanced Conflict Resolution:** Specialists learn effective conflict resolution strategies, reducing workplace tensions and promoting a harmonious work environment. This can result in improved teamwork, collaboration, and productivity.
- **Stronger Organizational Culture:** By promoting fairness, transparency, and inclusivity, specialists contribute to a positive organizational culture. This can attract top talent, reduce turnover, and strengthen employer branding.
- **Compliance and Risk Management:** The Employee Relations Specialist training covers legal requirements and compliance in employee relations. Specialists can mitigate legal risks, ensure fair treatment of employees, and uphold ethical standards.
- **Increased Productivity and Performance:** With improved employee relations, organizations experience higher productivity levels and improved performance outcomes. Specialists support employee development, provide constructive feedback, and align goals with organizational objectives.

Course Outline

Day 1: Introduction to Employee Relationship Specialist Role

- Overview of Employee Relationship Specialist (ERS) Role and Responsibilities.
- Importance of Positive Employee Relations in Organizations.
- Skills and Competencies Required for ERS.
- Building Trust and Credibility as an ERS.
- Ethical Considerations in Employee Relations.
- Examining Successful ERS Practices.

Day 2: Employee Engagement Strategies

- Understanding Employee Engagement: Concepts and Benefits.
- Developing an Employee Engagement Strategy.
- Tools and Techniques for Measuring Employee Engagement.
- Communication Skills for Effective Employee Engagement.
- Designing Employee Recognition Programs.
- Creating an Engagement Plan.

Day 3: Conflict Resolution and Mediation

- Understanding Workplace Conflict: Causes and Impact.
- Conflict Resolution Styles and Approaches.
- Mediation Techniques for ERS.
- Role of Emotional Intelligence in Conflict Resolution.
- Handling Difficult Conversations.
- Practicing Mediation Scenarios.

Day 4: Performance Management and Employee Development

- Performance Management Fundamentals.
- Providing Constructive Feedback.
- Coaching and Mentoring Skills for ERS.
- Career Development and Succession Planning.
- Tools and Resources for Employee Development.
- Implementing Effective Performance Management.

Day 5: Legal Aspects and Compliance in Employee Relations

- Employment Law Essentials for ERS.
- Managing Employee Relations within Legal Frameworks.
- Diversity, Equity, Inclusion, and Belonging (DEIB) in Employee Relations.
- Workplace Investigations: Processes and Best Practices.
- Ethical Decision Making in Employee Relations.

Course Agenda:

(1st Day) Agenda

8.30	9.00	Opening Remarks (30 Min.).
9.00	11.30	<u>DISCUSS COURSE OBJECTIVES:</u> <ul style="list-style-type: none"> • Introduction to Employee Relationship Specialist Role. • Employee Engagement Strategies. • Conflict Resolution and Mediation. • Performance Management and Employee Development. • Legal Aspects and Compliance in Employee Relations.
11.30	12.00	Coffee Break
12.00	14.00	<u>Introduction to Employee Relationship Specialist Role:</u> <ul style="list-style-type: none"> • Overview of Employee Relationship Specialist (ERS) Role and Responsibilities. • Importance of Positive Employee Relations in Organizations. • Skills and Competencies Required for ERS. • Building Trust and Credibility as an ERS. • Ethical Considerations in Employee Relations. • Examining Successful ERS Practices.
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

(2nd Day) Agenda

9.00	11.30	<u>Employee Engagement Strategies:</u> <ul style="list-style-type: none"> • Understanding Employee Engagement: Concepts and Benefits. • Developing an Employee Engagement Strategy. • Tools and Techniques for Measuring Employee Engagement.
11.30	12.00	Coffee Break
12.00	14.00	<u>Employee Engagement Strategies:</u> <ul style="list-style-type: none"> • Communication Skills for Effective Employee Engagement. • Designing Employee Recognition Programs. • Creating an Engagement Plan.
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

(3rd Day) Agenda

9.00	11.30	<u>Conflict Resolution and Mediation:</u> <ul style="list-style-type: none"> • Understanding Workplace Conflict: Causes and Impact. • Conflict Resolution Styles and Approaches. • Mediation Techniques for ERS.
11.30	12.00	Coffee Break
12.00	14.00	<u>Conflict Resolution and Mediation:</u> <ul style="list-style-type: none"> • Role of Emotional Intelligence in Conflict Resolution. • Handling Difficult Conversations. • Practicing Mediation Scenarios.
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

(4th Day) Agenda

9.00	11.30	<u>Performance Management and Employee Development:</u> <ul style="list-style-type: none"> • Performance Management Fundamentals. • Providing Constructive Feedback. • Coaching and Mentoring Skills for ERS.
11.30	12.00	Coffee Break
12.00	14.00	<u>Performance Management and Employee Development:</u> <ul style="list-style-type: none"> • Career Development and Succession Planning. • Tools and Resources for Employee Development. • Implementing Effective Performance Management.
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

(5th Day) Agenda

9.00	11.30	<u>Legal Aspects and Compliance in Employee Relations</u> <ul style="list-style-type: none"> • Employment Law Essentials for ERS. • Managing Employee Relations within Legal Frameworks. • Diversity, Equity, Inclusion, and Belonging (DEIB) in Employee Relations.
11.30	12.00	Coffee Break
12.00	14.00	<u>Legal Aspects and Compliance in Employee Relations</u> <ul style="list-style-type: none"> • Workplace Investigations: Processes and Best Practices. • Ethical Decision Making in Employee Relations.
14.00	14.30	Questions, Discussion & Conclusion Training Course.
14.30		Buffet Lunch