Training Course on Employee Relations and Engagement

Professional Development Training Course Outline

Category	Development	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Training Course on Employee Relations and Engagement is designed to equip participants with the essential knowledge and skills to foster positive **employee relations** and drive high levels of **employee engagement** within their organizations. In today's dynamic work environment, a motivated and connected workforce is crucial for success. This course delves into the core principles of building trust, managing conflict, and creating a culture where employees feel valued and empowered to contribute their best. By understanding the nuances of the employee-employer relationship and implementing effective engagement strategies, organizations can achieve enhanced productivity, reduced turnover, and a more positive and collaborative workplace.

The program will explore the critical link between proactive **employee relations management** and a thriving organizational culture fueled by **engaged employees**. Participants will learn practical techniques for effective communication, performance management, and the resolution of workplace issues. Furthermore, the course highlights the organizational benefits of a highly engaged workforce, including improved innovation, better customer satisfaction, and a stronger employer brand. Through interactive sessions and real-world case studies, attendees will gain actionable insights to implement strategies that boost morale, commitment, and overall organizational performance, ultimately leading to a more resilient and successful enterprise.

Programme Curriculum

Training Course on Employee Relations and Engagement

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Course Duration

10 days

Course Objectives

1. Understand the **fundamentals of employee relations** and its strategic importance.
2. Identify key drivers of **employee engagement** and their impact on organizational success.
3. Master effective **communication strategies** for building trust and rapport with employees.
4. Learn techniques for proactive **conflict resolution** and mediation in the workplace.
5. Develop skills in **performance management** that foster growth and engagement.
6. Implement strategies for **building a positive work environment** and culture.
7. Understand the **legal aspects of employee relations** and ensure compliance.
8. Learn to address **employee grievances** and conduct fair workplace investigations.
9. Explore methods for **measuring employee engagement** and its return on investment.
10. Develop leadership skills to **enhance team engagement** and motivation.
11. Understand the importance of **diversity and inclusion** in fostering employee relations and engagement.
12. Learn to design and implement effective **employee recognition programs**.
13. Strategize for **sustaining employee engagement** in the long term.

Organizational Benefits

- **Improved employee performance** and productivity due to increased motivation.
- **Reduced employee turnover** and associated recruitment and training costs.
- A **stronger organizational culture** characterized by trust and collaboration.
- **Enhanced innovation** and creativity from a more engaged workforce.
- **Higher customer satisfaction** driven by engaged and committed employees.
- **Better employee morale** and a more positive working environment.
- Increased **employee loyalty** and commitment to organizational goals.
- A more positive **employer brand**, attracting top talent.

Target Audience

1. Human Resources Managers and Specialists
2. Team Leaders and Supervisors
3. Managers at all levels
4. Organizational Development Professionals
5. Employee Relations Specialists
6. Workplace Mediators

7. Training and Development Managers
8. Anyone responsible for managing and engaging employees

Course Outline

Module 1: Foundations of Employee Relations

- Defining employee relations and its scope.
- The importance of positive employee relations for organizational success.
- Key stakeholders in employee relations.
- Ethical considerations in employee relations.
- Evolution of employee relations practices.
- **Case Study:** Analysis of a company with historically poor employee relations and the impact on its productivity and reputation.

Module 2: Understanding Employee Engagement

- Defining employee engagement and its dimensions.
- The link between job satisfaction and engagement.
- Drivers and barriers to employee engagement.
- The business case for employee engagement.
- Models of employee engagement.
- **Case Study:** A company that successfully implemented strategies to significantly boost employee engagement and the resulting business outcomes.

Module 3: Effective Communication in Employee Relations

- Principles of clear and transparent communication.
- Active listening and empathy in employee interactions.
- Providing constructive feedback effectively.
- Communicating organizational changes and decisions.
- Utilizing various communication channels.
- **Case Study:** An example of a company that navigated a difficult organizational change through transparent and consistent communication.

Module 4: Conflict Resolution and Mediation

- Identifying common sources of workplace conflict.
- Different approaches to conflict resolution.
- Mediation techniques and processes.
- Facilitating constructive dialogue.
- Building skills in negotiation and problem-solving.
- **Case Study:** A scenario involving a workplace conflict and the steps taken to mediate and reach a resolution.

Module 5: Performance Management and Engagement

- Setting clear expectations and goals that align with engagement.
- The role of feedback in performance development and engagement.
- Conducting effective performance appraisals.
- Addressing performance issues constructively.
- Recognizing and rewarding high performance to boost engagement.
- **Case Study:** How a company revamped its performance management system to focus on growth and engagement, leading to improved employee motivation.

Module 6: Building a Positive Work Environment

- Identifying elements of a positive workplace culture.
- Strategies for fostering trust and respect.
- Promoting collaboration and teamwork.
- Supporting employee well-being.
- Creating a sense of belonging.
- **Case Study:** Analysis of a company known for its exceptionally positive work environment and the practices that contribute to it.

Module 7: Legal Framework of Employee Relations

- Overview of key employment laws and regulations in Kenya.
- Understanding employee rights and employer responsibilities.
- Anti-discrimination and equal opportunity principles.
- Fair labor practices and compliance.
- Handling legal disputes and compliance issues.
- **Case Study:** A situation involving a legal challenge related to employee rights and how it was addressed.

Module 8: Managing Employee Grievances

- Establishing effective grievance handling procedures.
- Principles of fair and impartial investigation.
- Documenting and resolving employee complaints.
- Preventing future grievances.
- Communicating outcomes of grievance processes.
- **Case Study:** A step-by-step analysis of how a company effectively handled and resolved an employee grievance.

Module 9: Measuring Employee Engagement and ROI

- Different methods for measuring employee engagement (surveys, feedback sessions).
- Identifying key engagement metrics.
- Analyzing engagement data to drive action.
- Calculating the return on investment of engagement initiatives.
- Benchmarking engagement levels.
- **Case Study:** How a company used data to measure the impact of its engagement programs on key business outcomes.

Module 10: Leadership and Employee Engagement

- The role of leadership in driving employee engagement.
- Different leadership styles and their impact on engagement.
- Empowering and motivating teams.
- Leading by example.
- Developing leadership skills for fostering engagement.
- **Case Study:** An example of a leader who significantly improved team engagement through their leadership approach.

Module 11: Diversity and Inclusion in Employee Relations and Engagement

- Understanding the concepts of diversity and inclusion.
- The benefits of a diverse and inclusive workforce.

- Implementing inclusive policies and practices.
- Addressing biases and promoting equity.
- Fostering a culture where all employees feel valued.
- **Case Study:** A company that successfully integrated diversity and inclusion initiatives and the positive impact on employee engagement and innovation.

Module 12: Employee Recognition and Appreciation

- The importance of recognizing employee contributions.
- Different types of recognition programs (formal and informal).
- Making recognition meaningful and timely.
- Celebrating individual and team achievements.
- Budget-friendly recognition ideas.
- **Case Study:** How a company implemented a creative and impactful employee recognition program.

Module 13: Sustaining Employee Engagement

- Developing long-term engagement strategies.
- Regularly assessing and adapting engagement efforts.
- The role of continuous improvement in engagement.
- Integrating engagement into organizational culture.
- Communicating ongoing engagement initiatives.
- **Case Study:** A company that has maintained high levels of employee engagement over several years through consistent and evolving strategies.

Module 14: Employee Relations in a Changing World

- Navigating remote and hybrid work environments.
- Addressing the impact of technology on employee relations.
- Managing employee expectations in a dynamic job market.
- The role of employee relations in organizational change.
- Promoting mental health and well-being.
- **Case Study:** How a company adapted its employee relations and engagement strategies in response to a significant shift in its operating model.

Module 15: Action Planning for Improved Employee Relations and Engagement

- Identifying key areas for improvement within your organization.
- Setting SMART goals for employee relations and engagement.
- Developing an action plan with specific steps and timelines.
- Identifying resources and support needed.
- Measuring the success of your action plan.
- **Case Study:** Participants will work on a case study to develop a preliminary action plan for improving employee relations and engagement in a hypothetical organization.

Training Methodology

The training will employ a variety of interactive methods to ensure maximum engagement and practical learning, including:

- **Interactive Discussions:** Facilitating the exchange of ideas and experiences among participants.
- **Group Activities:** Collaborative exercises to apply concepts and problem-solve.

- **Case Study Analysis:** Examining real-world scenarios to understand best practices and challenges.
- **Role-Playing:** Practicing communication and conflict resolution skills in a safe environment.
- **Individual Reflection:** Opportunities for participants to apply learning to their own contexts.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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