Arabian Institute For Training

Certified Employee Relations Professional

Why Attend

- Company expectations from Employee Relations (ER) staff are increasing, and the pressure to deliver more with less implies they should be more knowledgeable than the staff in HR administration and operations functions. Taking this into consideration, this course is designed to shed light on activities that are formally and informally expected from ER units. Also, this course is a functional journey that will assist participants in exploring the skills that contribute to success.

Course Methodology

- This course ends with an assessment on the last day to obtain the certification. To increase the probability of success, the activities in the course include role plays, videos, self-assessment exercises, and questionnaires. Moreover, participants will take away templates and frameworks they can use within the system which already exists at their workplace.

Course Objectives

By the end of the course, participants will be able to:

- Define the role of employee relations within the organization and the HR function
- Operate in line with the relevant sections of national labor laws
- Create and use HR analytics and Key Performance Indicators (KPIs) to devise operational employee relations strategies
- Conduct employee satisfaction surveys and interpret their results
- Differentiate between coaching and counseling and apply both within the work environment
- Analyze performance management data to report and advise on performance and productivity
- Prepare exit interviews and analyze results to reduce turnover

Target Audience

- Employees in the function of employee relations and human resources or in personnel and administration who are directly or indirectly responsible for providing support services to employees and other functions in the organization.

Target Competencies

- Administration
- Employee welfare
- Coaching and counseling
- Performance management
- Labor law
- Analytical skills

Employee relations

- Definition of the employee relations function
- Main duties and responsibilities
- Administration versus operations versus welfare
- Employee relations versus human resources
- Employee relations versus personnel and administration
- Employee relations versus performance management
- Employee relations versus training and development

National labor laws

- Main sections of the labor law
- Labor law and administration
- Code of conduct
- Disciplinary matrixes
- Disputes resolution: employee, company, and law
- Code of conduct and legality of the disciplinary framework
- Role of employee relations in communicating labor law

From workforce reporting to impactful analytics

- Employee relations main key performance indicators
- More data does not equal useful data
- The importance of analytics on critical business directions
- Providing implications not HR directives

Employee morale

- Organizational culture versus organizational climate
- Influencing organizational climate
- Defining employee morale
- Main principles for the development of employee satisfaction surveys
- Employee morale versus organizational health
- Tangible and intangible measures of employee morale
- The morale index

Coaching and counseling roles of employee relations

- Appropriateness of coaching and counseling
- Common mistakes done by employee relations
- Coaching methodologies and tools

Performance management and career development

- Understanding your workforce culture, capabilities, and needs
- Performance management systems
- The tangibles and intangibles in performance management
- Role of employee relations in performance management and career planning
- Talent management grids
- Succession planning

Exit interviews

- The importance of exit interviews
- Exit interview form
- Conducting exit interviews
- Reporting exit interview results

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