



Certified Employee Relations Professional

An **informattech** Training Course
all copyrights reserved





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



Course content

Course Outline

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

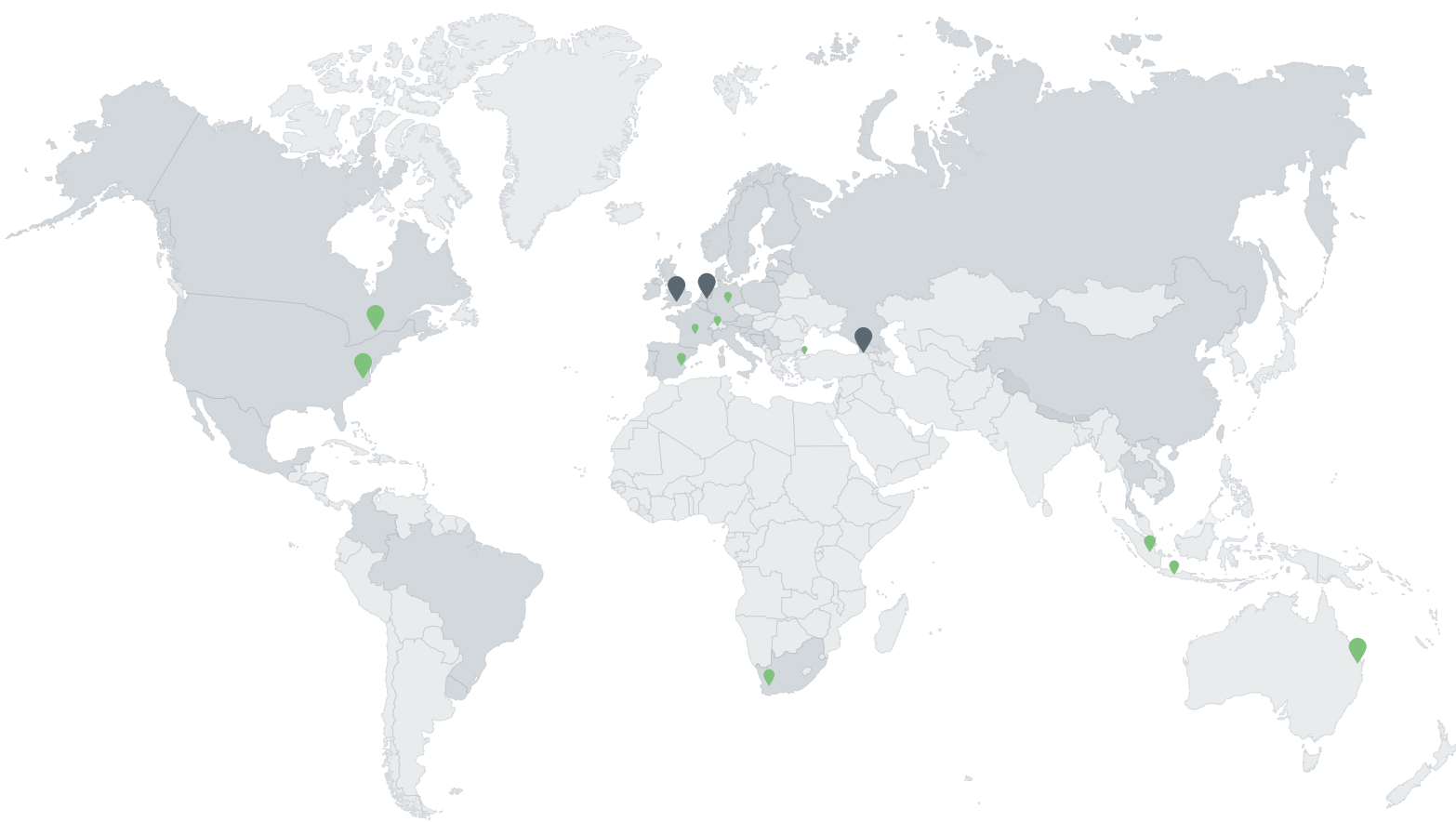
Exit interviews

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

informatech is a global leadership consultancy that aligns people, purpose & strategy - driving socially responsible transformation in global organisations. Our international network includes 215 partners, consultants, and coaches in 24 countries throughout Europe, North America, Latin America, Asia, and Africa. We transform leaders, align teams and create resolve and passion to win. Typical interventions are to accelerate performance, execute strategy and embed capability and change.



For more information about **informatech** GLOBAL LEADERSHIP CONSULTANTS or to get in touch, visit us at: www.informatech.co.uk



Copyright © 2022 **informatech** All rights reserved.

Transforming
Business *for* Good

informatech GLOBAL LEADERSHIP CONSULTANTS

www.informatech.co.uk

+44 (33) 000 111 90

Performance
Consulting

Leadership
Development

Team & Exec
Coaching