



Managing Employee Relations and Engagement

Accredited by Technological University Dublin
CPD Level 6, Special Purpose Award, 5 ECTS

Details

Duration: 4 Days

Dublin:

May 11, 12, 18, 19, 2021

Time:

9.30 am– 5.00 pm

Programme Overview:

This programme aims to develop and enhance the key knowledge and skills required of front line and middle level managers to establish and maintain positive employee relations within their organisations. The programme seeks to develop managers to give them greater confidence when dealing with interpersonal conflicts, bullying & harassment, grievances as well as dealing with disciplinary matters in a more effective way. The focus is on early intervention to prevent the escalation of issues in these areas, but also to understand the more formal procedures involved, as well as the legal requirements. In addition, the key interpersonal, communication and problem-solving skills required to manage these situations will be explored and developed.

Programme Outcomes:

On completion of this programme, participants will:

- Understand and appreciate the full extent and importance of your role in managing people
- Improve their interpersonal skills to enable them to deal more effectively with colleagues at all levels within your organisation and act with greater confidence
- Be more self-aware and therefore, more competent holding critical conversations
- Acquire the key tools for conducting investigations effectively
- Develop an appreciation of how to mediate between parties in dispute, helping your managers work towards a positive outcome
- Learn how to manage performance and to handle grievances and disciplinary meetings with more confidence
- Understand the critical pieces of employment legislation and how they apply in your organisation



Venue:

Ibec
84-86 Lower Baggot Street
Dublin 2

Cost:

Ibec member: €1900
Non-member rate: €2100

Contact:

For further information, please contact Quelba Lima on (01) 605 1619 or at training@ibec.ie

Contact Jenny Hayes at jenny.hayes@ibec.ie to arrange a free consultation to discuss your tailored programme.

Programme Content:

1: Building Positive Employee Relations & Engagement

- Understanding Employee Relations and achieving Employee Engagement
- What drives employee engagement?
- Impact of the engagement deficit
- Key Steps for improving engagement
- Symptoms of poor employee relations]
- The HR case for good communications
- Resolving workplace onflict and Grievances

2: Corrective Action, Disciplinary Investigations and Procedures

- Overview of the legal framework
- Fair Procedures / Natural Justice
- Informal Corrective Action
- Formal Corrective Action Procedures
- Dealing with Poor Performance & Absence
- Conducting investigations into allegations of Gross Misconduct

3: Employment Law Overview

- Overview of key areas of employment – contracts protective leaves, working time, etc.
- What is Bullying and Harassment
- Examples of inappropriate behaviours
- Dealing with Complaints
- Informal Resolution Options
- Formal Resolution
- Action Psot Investigation
- Monitoring and Follow up

4: Performance Management & Mediation Skills

- Communication and Interpersonal Skills for the Line Manager
- Performance management
- Dealing with challenging behaviour
- Mediation – stages and skills
- Managing the mediation process
- A mediation model that works
- Action Planning to apply the learning

Who Should Attend?

Managers who want to build the skills and knowledge to maintain and grow positive employee relations within their organisations.