



## Workplace Relations Training

An employee relation is the effort of an organization to build and maintain positive relationships with its employees. This will help to retain employees engaged and loyal to their jobs. The organization's human resource department typically manages employee relations. However, some organizations may have an employee relations manager. Your people are your greatest strategic asset. The workplace relations are a key influence on the productivity, innovation, skill development, and adaptability of businesses across all industries. Organisations looking to improve workforce engagement - to drive productivity growth, and create a sustainable workforce -- need to think differently.

This one-day training course will explain why good working relationships are important, how to maintain them, and how to work with people you don't like.

## **Course Overview**

We will spend the first part of the session getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

### **This workshop will help you teach participants to:**

- Analyse your workplace relations strategy and alignment.
- Identify the characteristics required for a good work relationship.
- Learn the steps how to build a good workplace relationship.
- Learn how to handle difficult workplace relationships.
- Promote and maintain good workplace relations.
- Determine the right communication and consultation channels in order to reach the right people at the right level.
- Know how to introduce and manage an effective employee relationship program.
- Deal with performance problems and modify the behaviour of employees.
- Plan for and organise key employee relations activities.

## **Core Role of Employee Relations**

First, we will discuss the rationale of employee relations and the distinction between the Role of ER and the Role of the Manager.

## **Function in Practice**

Then, participants will learn the different functions of employee relations.

## **Engaging employees through performance management**

In this session, participants will learn how to give encouragement and constructive feedback as well as handling crucial conversations around feedback and performance.

## **Misconduct-Based Actions**

Here, we will explain the statutory bases for disciplinary actions and discuss the steps required to successfully and legally defend a misconduct-based action.

## **Employee Recognition**

Participants in this session will learn the essentials of a Recognition Program and how to deal with underperformers.

## **Employee Grievances**

This session will discuss the definition of grievance, its difference from complaints or whining, and the recommended steps to handle it.

## **Attendance management**

Here, we will discuss and analyse absenteeism and how to reduce it as well as tips for improving performance in punctuality and discipline.

## **Workshop Wrap-Up**

At the end of the day, students will have an opportunity to ask questions and fill out an action plan.

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