

Consistent Approach, Consistent Outcome

Effective Employee Relations are an important part of any organisation and, managed correctly, ensures that your employees are happy, motivated and engaged. This is one of the factors that can help to make your business successful.

Many aspects of employee relations are based in, or derived from, law. Therefore, it is crucial to be familiar with the policies that they generate, and your responsibilities in enacting those policies.

This workshop provides you with an understanding of the key policies you need to be familiar with and how to deal with situations before you may need to call formal procedures into play. By the end of the workshop you will be able to:

- Explain why policies need to exist within an organisation
- Demonstrate understanding of which policies should be used in a variety of scenarios
- Outline reasons why managers often fail to take action in relation to policies
- Identify where the policies for the organisation can be found
- Explain where to go for information, advice and guidance in relation to policy implementation
- State your legal obligations in following policies correctly

Format

Through a combination of presentation, discussion, exercises and scenario-based role plays, this workshop is delivered as an interactive, engaging and thought-provoking three hour session.

Workshop Outline

- Setting the scene
- Sharing experiences of employee relations – good and not so good
- Why do we need policies, and what are they for?
- Look at the policies of your organisation in relation to:
 - Grievance
 - Disciplinary
 - Capability
 - Sickness Absence
- Techniques for dealing with challenges when they first present
- Where to go for information, advice & guidance



“Highly engaged employees make the customer experience.

Disengaged employees break it.”

Timothy R. Clark