

ADVANCED CERTIFICATE IN EMPLOYEE RELATIONS (ER)



GENTEX[®]
TRAINING CENTER



Introduction

The Advanced Certificate in Employee Relations (ER) Training Course prepares HR professionals to manage workplace relationships with confidence and fairness. Strong employee relations reduce conflict, build trust, and support a productive work environment. This course explores grievance handling, disciplinary procedures, collective bargaining, and conflict resolution techniques used by leading organizations. Participants also learn how labor laws and workplace policies shape fair treatment of employees. Furthermore, the course examines communication strategies that help HR teams mediate disputes and strengthen employee engagement. As a result, learners gain practical tools to handle sensitive workplace issues professionally. By the end, participants will confidently apply proven ER frameworks within their own organizations.

Advanced Certificate in Employee Relations (ER) Course Objectives

- Apply grievance handling procedures to resolve workplace disputes fairly
- Use disciplinary action frameworks that comply with labor regulations
- Conduct effective workplace investigations following due process standards
- Apply conflict resolution techniques such as mediation and negotiation
- Interpret collective bargaining agreements and union relations practices
- Build employee engagement strategies that reduce workplace conflict
- Use the ACAS Code of Practice principles for disciplinary and grievance matters
- Design communication plans that support transparent employee relations
- Assess workplace policies for compliance with labor and employment law
- Develop early intervention strategies to prevent escalation of disputes

Course Methodology



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- Interactive lectures covering employee relations laws and best practices
- Case study analysis of real workplace grievance and disciplinary cases
- Role-play exercises simulating mediation and investigation scenarios
- Group discussions on collective bargaining and union negotiation tactics
- Practical templates for grievance forms and investigation reports
- Peer feedback sessions on employee relations action plans

Who Should Take This Course

- HR managers and employee relations officers
- HR business partners handling workplace disputes
- Line managers responsible for disciplinary matters
- Labor relations and union liaison professionals
- Compliance officers overseeing workplace policies
- HR consultants advising on employee relations strategy

Advanced Certificate in Employee Relations (ER) Course Outlines

Day 1: Foundations of Employee Relations

- Define employee relations and its role within HR strategy
- Review key labor laws affecting workplace relationships
- Explore the psychological contract between employers and employees
- Identify common causes of workplace conflict
- Introduce the ACAS Code of Practice principles
- Examine the link between ER and organizational culture



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- Assess current ER practices within participants' organizations

Day 2: Grievance Handling and Investigations

- Apply structured grievance handling procedures step by step
- Conduct fair and thorough workplace investigations
- Draft clear and objective investigation reports
- Interview witnesses and gather evidence appropriately
- Maintain confidentiality throughout the investigation process
- Distinguish between formal and informal grievance routes
- Review common pitfalls in grievance case management

Day 3: Disciplinary Procedures and Due Process

- Apply disciplinary action frameworks that meet legal standards
- Distinguish between misconduct and poor performance cases
- Conduct disciplinary hearings following due process
- Issue warnings and sanctions proportionate to the offense
- Document disciplinary actions accurately and consistently
- Handle appeals against disciplinary decisions
- Align disciplinary practices with company policy

Day 4: Conflict Resolution and Mediation

- Apply mediation techniques to resolve workplace disputes
- Use negotiation skills to reach mutually acceptable outcomes
- Manage difficult conversations with employees professionally
- Address bullying, harassment, and discrimination complaints



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- Build trust through active listening and empathy
- Apply early intervention strategies to prevent escalation
- Evaluate mediation outcomes and follow-up actions

Day 5: Collective Bargaining and Building ER Strategy

- Interpret collective bargaining agreements and union rights
- Prepare for union negotiations and consultation meetings
- Build employee engagement initiatives that strengthen ER
- Design communication plans for transparent workplace policies
- Measure employee relations performance using HR metrics
- Develop a long-term employee relations improvement plan
- Present a personal ER action plan for feedback

Conclusion

By successfully completing the Advanced Certificate in Employee Relations (ER), participants will gain practical knowledge of grievance handling, disciplinary procedures, mediation, and collective bargaining. They will also acquire the skills to manage workplace disputes fairly while supporting a positive organizational culture. Furthermore, participants will understand how to align employee relations practices with labor law requirements. Gentex Training Center's Advanced Certificate in Employee Relations (ER) Training Course prepares HR professionals to build stronger, more trusted workplace relationships.

FAQs





Q1 What is the "Advanced Certificate in Employee Relations (ER)" course about?

This course explains how HR professionals manage workplace relationships through grievance handling, disciplinary procedures, and conflict resolution. It focuses on practical frameworks that help HR teams maintain fairness, comply with labor law, and build trust between employees and management.

Q2 What are the key benefits of the "Advanced Certificate in Employee Relations (ER)" course?

Participants gain the ability to resolve workplace conflicts fairly, reduce legal risks from disciplinary errors, and strengthen employee trust. The course also improves communication skills, helping HR teams manage sensitive situations with confidence and professionalism.

Q3 What skills will I gain from the "Advanced Certificate in Employee Relations (ER)" course?

Learners develop skills in grievance handling, workplace investigations, mediation and negotiation, and disciplinary case management. These four core skills allow HR professionals to address workplace disputes fairly while protecting both employee rights and organizational interests.



Q4 What tools, methods, or standards are covered in the "Advanced Certificate in Employee Relations (ER)" course?

The course covers the ACAS Code of Practice, structured grievance procedures, disciplinary hearing frameworks, and mediation techniques. Participants also review collective bargaining agreements and investigation reporting templates used in employee relations practice.

Q5 How is the "Advanced Certificate in Employee Relations (ER)" course applied in real-world practice?

Participants apply course concepts by conducting mock investigations, running mediation role-plays, and drafting disciplinary documentation. These exercises prepare learners to handle real grievance cases, disciplinary hearings, and union negotiations within their own workplaces.