

EMPLOYEE RELATIONS AND ENGAGEMENT



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TRAINING CENTER



Introduction

Strong employee relations form the backbone of a productive and loyal workforce. This Employee Relations and Engagement Training Course helps HR professionals and managers build fair, transparent, and supportive workplace relationships. Participants examine how communication, conflict resolution, and recognition practices shape trust between employees and management. Furthermore, the course introduces practical tools such as grievance handling procedures, engagement surveys, and performance feedback frameworks. As a result, attendees gain the confidence to manage workplace disputes fairly, strengthen employee loyalty, and foster a culture where people feel heard and valued, ultimately driving better organizational performance and reducing turnover.

Employee Relations and Engagement Course Objectives

- Define employee relations and its role in organizational success
- Apply grievance handling procedures fairly and consistently
- Use engagement surveys to measure workforce sentiment
- Build effective conflict resolution and mediation skills
- Design recognition programs that boost morale
- Strengthen manager-employee communication channels
- Align employee relations policy with labor regulations
- Identify early warning signs of workplace disengagement
- Develop strategies for handling disciplinary matters fairly
- Create action plans to improve engagement outcomes

Course Methodology

- Interactive workshops using real workplace scenarios

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- Role-play exercises for grievance and conflict handling
- Practical demonstrations of engagement survey tools
- Group discussions on communication best practices
- Case study analysis of employee relations disputes
- Collaborative sessions to design engagement action plans
- Ongoing instructor feedback throughout the sessions

Who Should Take This Course

- HR managers and employee relations officers
- Line managers and team supervisors
- People and culture specialists
- Labor relations and compliance professionals
- Talent management and engagement teams
- Department heads managing direct reports

Employee Relations and Engagement Course Outlines

Day 1: Foundations of Employee Relations

- Defining employee relations and its business impact
- Distinguishing employee relations from employee engagement
- Reviewing the psychological contract at work
- Identifying key employee relations stakeholders
- Exploring labor law fundamentals affecting relations
- Linking relations quality to retention and morale
- Setting personal learning goals for the course





Day 2: Communication and Trust Building

- Building open communication channels with employees
- Applying active listening techniques in the workplace
- Strengthening manager-employee feedback exchanges
- Using town halls and forums to build trust
- Managing sensitive conversations with empathy
- Addressing rumors and workplace misinformation
- Practicing transparent decision-making communication

Day 3: Conflict Resolution and Grievance Handling

- Applying structured grievance handling procedures
- Using mediation techniques to resolve disputes
- Identifying root causes of workplace conflict
- Managing disciplinary processes fairly and consistently
- Documenting employee relations cases accurately
- Handling harassment and misconduct complaints properly
- Reviewing real grievance case studies

Day 4: Engagement Strategies and Recognition

- Designing engagement surveys and pulse checks
- Analyzing engagement data to identify trends
- Building recognition and rewards programs
- Applying Maslow's hierarchy to motivation strategies
- Strengthening team cohesion through group activities

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- Addressing disengagement risk factors early
- Aligning engagement initiatives with company values

Day 5: Policy, Compliance, and Action Planning

- Aligning employee relations policy with labor regulations
- Reviewing workplace codes of conduct
- Establishing employee relations metrics and KPIs
- Benchmarking engagement results against industry standards
- Developing targeted improvement action plans
- Communicating outcomes to senior leadership
- Finalizing personal implementation plans

Conclusion

By successfully completing Employee Relations and Engagement, participants will have acquired practical skills in grievance handling, conflict resolution, engagement measurement, and workplace communication. They will also understand how fair policies and trust-building practices strengthen organizational culture. This Training Course equips professionals with tools to manage workplace relationships confidently. Gentex Training Center remains committed to delivering practical, results-driven learning experiences that help organizations build stronger, more engaged teams.

FAQs





Q1 What is the "Employee Relations and Engagement" course about?

This course explains how organizations build fair, transparent relationships with employees while boosting engagement. It covers communication practices, grievance handling, and engagement measurement tools that strengthen trust and morale across the workplace.

Q2 What are the key benefits of the "Employee Relations and Engagement" course?

Participants gain stronger conflict resolution abilities, improved communication practices, and better engagement outcomes. Additionally, they learn to reduce disputes, lower turnover, and build a workplace culture that supports fairness and long-term employee loyalty.

Q3 What skills will I gain from the "Employee Relations and Engagement" course?

Attendees develop skills in grievance handling, conflict resolution, engagement measurement, and workplace communication. These four core competencies help professionals manage employee relationships with fairness, consistency, and confidence.

Q4 What tools, methods, or standards are covered in the "Employee Relations and Engagement" course?

The course covers grievance handling procedures, mediation techniques, engagement pulse surveys, and workplace codes of conduct. These tools support fair dispute resolution and accurate measurement of employee engagement levels.



Q5 How is the "Employee Relations and Engagement" course applied in real-world practice?

Organizations apply these concepts by resolving disputes through structured procedures, running regular engagement surveys, and strengthening manager communication. As a result, HR teams reduce conflict, improve trust, and create more engaged, stable teams.