

EMPLOYEE RELATIONS: ROLES AND RESPONSIBILITIES



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Introduction

Clear roles and responsibilities are essential for a well-functioning employee relations function. This Employee Relations: Roles and Responsibilities Training Course helps HR professionals and line managers understand who does what within the employee relations framework. Participants examine the distinct duties of HR teams, managers, and employees in maintaining fair, compliant workplace practices. Furthermore, the course introduces practical tools such as role matrices, escalation protocols, and case management systems that clarify accountability. As a result, attendees leave with a clear understanding of their responsibilities, better collaboration across departments, and stronger capability to manage employee relations matters consistently and lawfully.

Employee Relations: Roles and Responsibilities Course Objectives

- Define the core roles within the employee relations function
- Distinguish HR responsibilities from line manager responsibilities
- Apply role matrices to clarify accountability in disputes
- Use escalation protocols for complex employee relations cases
- Understand employee rights and organizational obligations
- Build case management systems for tracking employee relations issues
- Align role responsibilities with labor law requirements
- Identify decision-making authority in disciplinary matters
- Develop collaboration practices between HR and management
- Create accountability frameworks for policy implementation

Course Methodology

- Interactive workshops mapping roles across real scenarios

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- Group exercises using role matrix templates
- Practical demonstrations of case management systems
- Guided discussions on escalation decision points
- Role-play exercises distinguishing HR and manager duties
- Collaborative sessions to design accountability frameworks
- Continuous instructor feedback throughout each session

Who Should Take This Course

- HR managers and employee relations officers
- Line managers and department supervisors
- HR business partners and generalists
- Compliance and labor relations professionals
- New employee relations team members
- Organizational development coordinators

Employee Relations: Roles and Responsibilities Course Outlines

Day 1: Structure of the Employee Relations Function

- Defining employee relations and its organizational purpose
- Mapping the structure of a typical employee relations team
- Distinguishing strategic and operational responsibilities
- Reviewing reporting lines and accountability structures
- Identifying key stakeholders across departments
- Linking function structure to organizational size and sector



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- Setting personal learning goals for the course

Day 2: HR and Manager Role Division

- Clarifying HR responsibilities in employee relations matters
- Defining line manager duties in day-to-day relations
- Applying role matrices to prevent overlap and gaps
- Reviewing shared responsibilities in disciplinary processes
- Building manager capability through coaching support
- Addressing role confusion in complex cases
- Practicing role clarification conversations

Day 3: Legal and Policy Responsibilities

- Understanding employee rights under labor regulations
- Reviewing organizational obligations in workplace disputes
- Applying company policy consistently across departments
- Managing documentation and record-keeping requirements
- Handling confidentiality responsibilities in sensitive cases
- Reviewing workplace codes of conduct
- Identifying legal risk points in role execution

Day 4: Case Management and Escalation

- Building structured case management systems
- Applying escalation protocols for unresolved issues
- Determining decision-making authority at each level
- Tracking case progress and outcomes accurately



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- Coordinating cross-functional responses to complex cases
- Reviewing real employee relations case studies
- Assigning follow-up responsibilities after resolution

Day 5: Accountability and Continuous Improvement

- Establishing accountability frameworks for policy implementation
- Measuring role effectiveness through performance indicators
- Benchmarking employee relations practices against standards
- Developing training plans for role clarity
- Communicating role expectations to new employees
- Building a continuous improvement cycle for the function
- Finalizing personal implementation plans

Conclusion

By successfully completing Employee Relations: Roles and Responsibilities, participants will have acquired practical skills in role clarification, case management, escalation handling, and accountability building. They will also understand how clear responsibilities strengthen fairness and consistency across the organization. This Training Course equips professionals with tools to execute their employee relations duties confidently. Gentex Training Center remains committed to delivering practical, results-driven learning experiences that help organizations build clear, accountable HR structures.

FAQs





Q1 What is the "Employee Relations: Roles and Responsibilities" course about?

This course explains who is responsible for what within an organization's employee relations function. It covers the distinct duties of HR teams, managers, and employees, along with tools that clarify accountability in workplace matters.

Q2 What are the key benefits of the "Employee Relations: Roles and Responsibilities" course?

Participants gain clearer accountability, reduced role confusion, and stronger cross-department collaboration. Additionally, they learn to handle cases more consistently, which lowers legal risk and improves fairness across employee relations processes.

Q3 What skills will I gain from the "Employee Relations: Roles and Responsibilities" course?

Attendees develop skills in role clarification, case management, escalation handling, and accountability building. These four core competencies help professionals execute their employee relations duties with clarity and confidence.

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

The course covers role matrices, case management systems, escalation protocols, and workplace codes of conduct. These tools support clear accountability and consistent handling of employee relations responsibilities across all levels.



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

Organizations apply these concepts by mapping roles across teams, using escalation protocols for complex cases, and tracking accountability through case management systems. As a result, HR functions operate with greater clarity and consistency.