GLOBAL HORIZON PLUS
TRAINING CENTER



Employee Relations and Engagement

Casablanca -

07-12-2026

Employee Relations and Engagement

Course code: HR53 From: 07-12-2026 Venue: Casablanca - Course Fees: 3600 £

Introduction

The employee Relations and Engagement training course examines the most recent and best employee relationship management training. Employee Relationship Management entails managing each employee's relationship with the team and with one another. Every HR decision making in an organization is influenced by employee relations.
The methods taught in this course will enable the establishment of a working environment in which all employees can contribute to their full potential. This will necessitate the establishment of a supportive and trusting work environment, as well as the proactive and sensitive management of individual and collective ER issues.

The main characteristics of this training course are:

- Displays how to build a working culture that promotes close working relationships
- Practices policy for employee engagement increasing employees involvement to an organization and encouraging faith and productivity
- Distinguishing job satisfaction and employee engagement, it is not just about gaining employees happy at work, it is about making them contribute
- Recognizing the causes of friction at work and overwhelming them
- Illustrations and case studies explaining how to efficiently manage workplace discipline and grievances

Course Objectives of Employee Relations and Engagement

By the end of this training course, participants will be required to:

- Understand how to organize and manage an efficient employee relationship program
- Be ready to describe the role of ER to the performance of the Managers / Supervisor and Team Leader
- Be prepared to deal with performance problems and change the behavior of employees
- Be capable to modify the behavior of managers and team guides
- Be able to operate disciplinary procedures and grievance procedure
- Understand how to control the absence
- Explain the function of an Employee Support Program Training

Course Methodology of Employee Relations and Engagement

The training methodology is planned to promote maximum participation by all participants. The presenter will suggest ideas and theories to the participants and then encourage them to experiment with the ideas through the value of discussion, small group work, practices, and feedback. Each day of this training course will end with participants creating their record of what has been determined on the day and considering how the ideas might be assigned back to the workplace.

Organizational Impact of Employee Relations and Engagement

The advantages to the organization in participants attending this training course and setting the ideas into tradition are as follows:

- Reformed leadership
- More exceptional productivity
- Increased morale and commitment
- The line management team (Supervisors and Team Leaders) will handle supported by the ER function
- The ER Role will improve closer working relationships with the line management team (Supervisors and Team Leaders)
- Enhanced models of performance and conduct during the organization

Personal Impact of Employee Relations and Engagement

This training course will provide participants with the following skills:

- Drive employees in a positive and thorough way
- Understand why people work and why they try hard (and why they sometimes don't)
- Approach Grievances
- The different functions of HR and ER staff, line managers, supervisors, and team leaders
- How to make disciplinary action efficient and the blunders to bypass
- Managing common problems such as absence or lateness
- Operating performance and engagement
- Joining the organization's values to the ER role

Target Audience of Employee Relations and Engagement

This Training Course is planned to improve increased productivity and motivation through the application of best practices in the way that employees are treated by the organization.

Attendance at this training Course will serve the:

- Employee Relations Specialists
- HR and Personnel Professionals
- Onboarding Coordinator
- Line Managers
- Supervisors and Team Leaders

Course Outlines of Employee Relations and Engagement

DAY 1

The Core Role of Employee Relations

- The Context
- Change Management
- Understanding the Rationale of ER
- The Core Role of ER: Organizational Culture; Employee Engagement; Conflict Resolution; Workplace Investigations; Employee Discipline
- The Distinction between the Role of ER and the Role of the Manager
- The Impact on Policies and Procedures
- The Psychological Contract

DAY 2

The ER Function in Practice

- Communications
- Team Briefing
- Consultation
- Discipline - Gross Misconduct
- Discipline - Poor Performance
- Appeals
- Handling Sickness Absence

DAY 3

Supporting the Manager, Supervisor, or Team Leader

- Grievances
- Conducting the Grievance Interview
- Management□s Right to Manage
- Equal Opportunities
- Discrimination
- Equality and Diversity
- Harassment and Bullying
- Motivation

DAY 4

Managing Employee Performance and Engagement

- The Performance Management Process
- Motivation and Goal Theory
- Giving Feedback and Coaching
- Informal Participative Decision-making Programs
- Job Enrichment
- Self-Managed Work Teams
- Quality Circles and Kaizen
- Formal and Informal Consultation Programs
- Employee Assistance Programs

DAY 5

Conflict Resolution - Documentation and Software

- Getting the Best from People
- Techniques for Resolving Conflict
- Conflict Management Programs
- The Ground Rules
- Workplace Investigations
- The Importance of Good Records □ consider cloud-based software
- Personal Development Planning