

Employee Relations: Roles and Responsibilities

Overview

Despite the evolution of the functions of the human resources department, the function of employee relations is still not clear. The Employee Relations Officers are expected to manage and report on operational KPIs, handle complaints, enforce policies, manage performance, handle internal communication, enhance social functions and more.

This course is designed to highlight all possible activities under this job: from administration to decision-making regarding employee complaints, as well as equipping participants with the necessary knowledge to improve their level of awareness and level of involvement in the tasks of the employee relations function

Methodology

This course contains independent units centered around the tasks of the employee relations function, and also includes role-playing exercises, group activities and case studies for each unit to enhance the ability of the participants to transfer knowledge to the work environment when possible, and a small amount of time will be allocated to respond to some of the statements related to these The job, as well as building skills to ensure results

Course objectives

At the end of the course, participants will be able to:

Define employee relations as a function and list its primary role within human resources

Manage employee records and files in accordance with local labor laws

Improve the level of employee commitment to mitigate absenteeism through the use of the right KPIs

Boost employee morale by using objective methods to measure and boost morale

Distinguish between resentment, complaints and employee grievances and determine how to properly identify and deal with grievances

Targeted

Workers in the Department of Personnel Relations and Affairs, Human Resources and Administrative Affairs who are directly or indirectly responsible for providing services and support to internal clients

Target competencies

Administration

Employee welfare

HR operations

Make decision

Application of expertise and technology

Making decisions and taking action

Follow instructions and procedures

Achieving goals and objectives

Employee relations

Define the employee relations function
Key duties and responsibilities of an Employee Relations Officer
Employee Relations (ER) vs. Human Resources (HR)
Employee relations vs. personnel management
Understanding of labor law
The relationship between labor law and employee relations

Manage employee files and records

Essentials to be kept in records at all times
Organizing Files: The Logical Approach
File organization: legal requirements
Code of professional conduct and disciplinary measures
Methods for updating personnel files
Custom update vs periodic update
Automation of personnel files: advantages and disadvantages
Human Resources Information Systems (HRIS)
Analyze what is best for you

The current international classification of human resource information systems

Attendance management

Enterprise requirements and attendance management
Commitment and Discipline: Observations for improving performance in these two areas
Flexible working hours: definition and uses
The pros and cons of flexible working hours
Absence: KPIs required to measure absenteeism
The cost of absence
Absenteeism analysis in order to reduce its occurrence

Employee morale

Definition of employee morale
Employee morale versus enterprise status
Evaluation of employee morale
Objective versus subjective approaches to sentiment assessment
Using the Dow Jones model to measure sentiment
Various key performance indicators that are affected by employee morale
Enterprise status questionnaire: Basic criteria for questionnaire design

Employee grievances

Definition of grievance

Grievances, complaints and regrets

Grievance Handling Procedure: Recommended Steps

Grievance rate and grievance resolution rate

Key performance indicators to measure the success rate of grievance handling

End of service interviews

When, how and by whom does the interview

Format and content

Analysis and results

A sample of an end-of-service interview