HR Management · HR53

# Employee Relations and Engagement

Amsterdam · 7 - 11 Dec 2026

| Date | Venue | Duration |
|---|---|---|
| **7 - 11 Dec 2026** | **Amsterdam** | **1 Week** |
| Fee | Ref | Language |
| **£5,150 GBP** | **HR53** | **English** |

## 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 organisation 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 organisation 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
- Recognising 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 organise and manage an efficient employee relationship programme
- 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 behaviour of employees
- Be capable to modify the behaviour 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 Programme 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.

## Organisational Impact of Employee Relations and Engagement

### The advantages to the organisation 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 organisation

## 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 organisation'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 organisation.

### 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: Organisational 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 Programmes
- Job Enrichment
- Self-Managed Work Teams
- Quality Circles and Kaizen
- Formal and Informal Consultation Programmes
- Employee Assistance Programmes

## DAY 5

## Conflict Resolution - Documentation and Software

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

## Register or ask about this course online

https://www.hplustraining.com/cities/amsterdam/employee-relations-and-engagement-59853

training@hplustraining.com · +44 74 0108 8599 · +90 539 827 59 14