BLACKBIRD FOR TRAINING

Employee Relations Roles and Responsibilities Training

18 – 22 January 2027
Kuala Lumpur (Malaysia)



Employee Relations Roles and Responsibilities Training

Ref: 322099_185089 **Date:** 18 – 22 January 2027 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4200 GBP

Why This Course

Strong employee relations are at the heart of a productive and stable workplace. When communication is clear, conflicts are managed effectively, and policies are applied fairly, organizations create an environment where employees feel valued, engaged, and motivated to perform.

This intensive 1-week program is designed to help HR professionals and managers build advanced employee relations capabilities. It focuses on practical strategies for managing workplace interactions, resolving conflicts, and fostering a culture built on trust, fairness, and accountability.

What You'll Learn and Practice

By joining this program, you will:

- Understand the foundations and importance of effective employee relations.
- Manage workplace conflicts and grievances with confidence.
- Develop and implement fair, compliant workplace policies.
- Strengthen communication skills to improve engagement and trust.
- Apply structured approaches to performance management and discipline.
- Build strategies to support a positive and inclusive workplace culture.

The Program Flow

Day 1: Foundations of Employee Relations

- Understanding the role and impact of employee relations.
- Identifying key stakeholders and their responsibilities.
- Exploring legal frameworks and compliance requirements.
- Addressing ethical considerations in workplace practices.

Day 2: Communication and Engagement

- Applying effective communication strategies in the workplace.
- Practicing active listening and constructive feedback techniques.
- Understanding key drivers of employee engagement.
- Building trust and strengthening workplace relationships.



Day 3: Conflict Management and Resolution

- Identifying common sources of workplace conflict.
- Applying mediation and negotiation techniques.
- Managing grievance procedures effectively.
- Reviewing real-world scenarios to strengthen resolution skills.

Day 4: Performance Management and Discipline

- Setting clear performance expectations and standards.
- Conducting structured and effective performance reviews.
- Applying progressive discipline in a fair and consistent manner.
- Maintaining accurate documentation and records.

Day 5: Fostering a Positive Workplace Culture

- Promoting diversity and inclusion within teams.
- Supporting work-life balance and employee well-being.
- Designing recognition and reward initiatives.
- Measuring and improving employee satisfaction and engagement.

Individual Impact

- Strengthen your ability to manage employee relations professionally.
- Improve your communication and conflict resolution skills.
- Build confidence in handling sensitive workplace situations.
- Enhance your ability to support employee engagement and performance.

Organizational Impact

- Create a more positive and collaborative work environment.
- Reduce workplace conflicts and improve resolution outcomes.
- Ensure fair and consistent application of policies and procedures.
- Increase employee satisfaction, engagement, and productivity.

Training Methodology

This program emphasizes practical learning through:

- Case studies based on real workplace situations.
- Interactive discussions and group exercises.
- Role-playing scenarios for conflict resolution and communication.
- Practical tools and templates for immediate use.



Beyond the Course

By the end of this program, participants will be equipped with the tools and confidence to manage employee relations effectively.

They will return ready to:

- Develop and implement a structured employee relations strategy.
- Handle conflicts and grievances with professionalism and fairness.
- Strengthen communication and engagement across teams.
- Foster a workplace culture built on trust, respect, and accountability.

This course enables professionals to transform employee relations into a strategic function that supports both organizational performance and employee well-being.

