

HUMAN RESOURCES | COURSE BROCHURE

Employee Relations Training

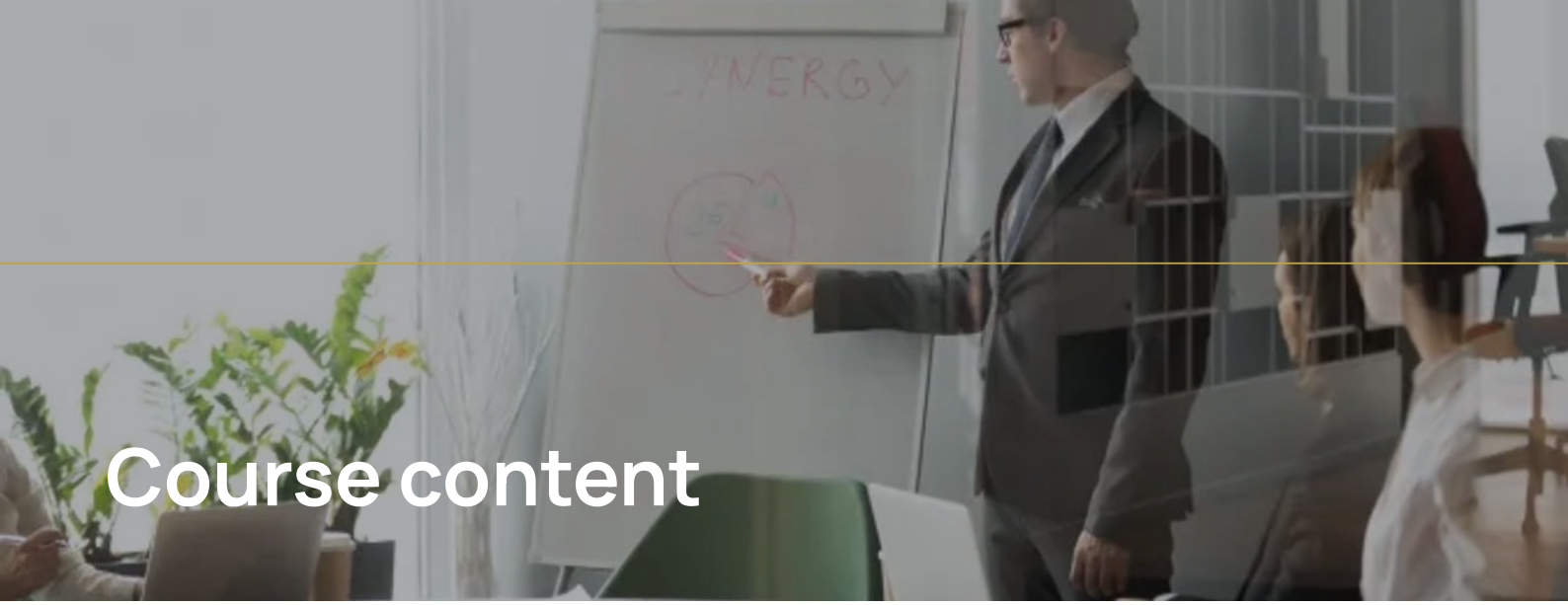
5 days | Classroom training | English

SMART HORIZON

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Amsterdam
The Netherlands

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Course content

Why attend

This Employee Relations Training course equips professionals with the skills to manage workplace relationships effectively, resolve conflicts, and foster a positive work environment. Participants will learn practical strategies to enhance communication, address grievances, and promote employee engagement, ultimately leading to improved organisational performance.

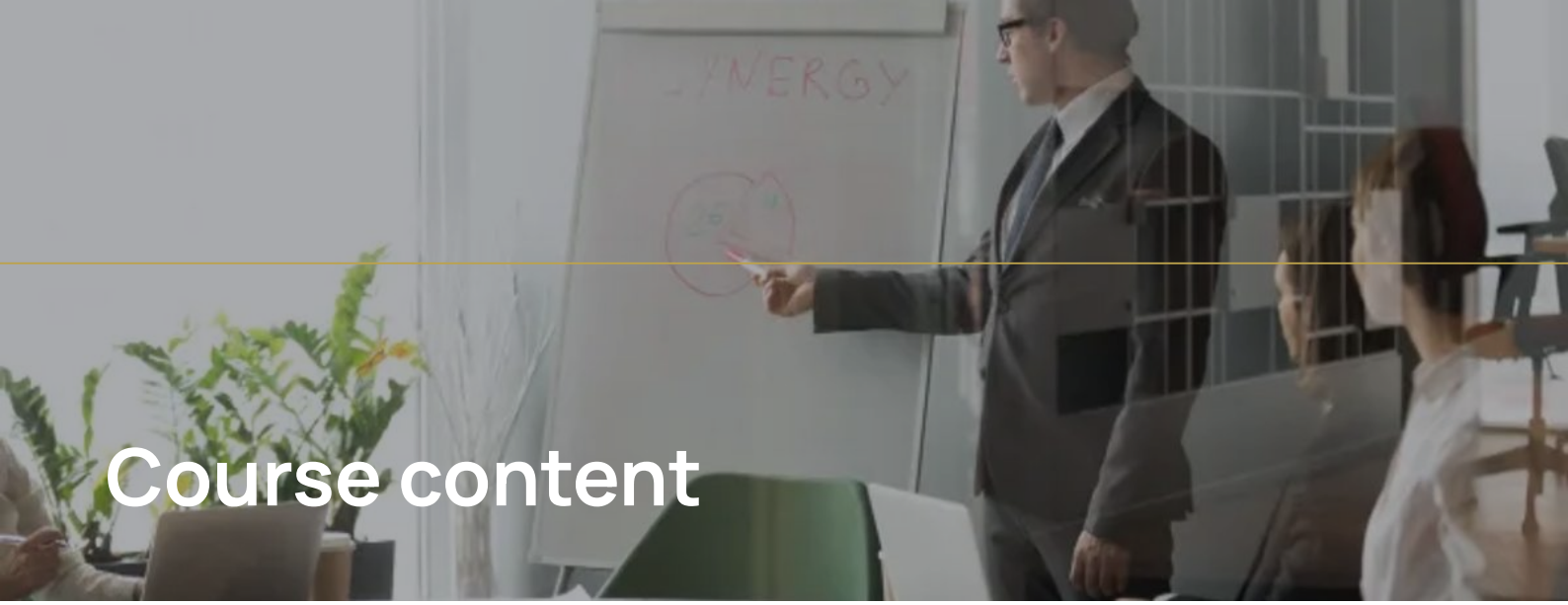
Employee relations issues can lead to decreased productivity, low morale, and high turnover rates, significantly impacting an organisation's bottom line. Understanding how to navigate these challenges is essential for maintaining a harmonious workplace. This course addresses real-world scenarios that professionals face, equipping them with tools to manage conflicts, enhance communication, and improve team dynamics. Participants will learn to identify the root causes of employee dissatisfaction, develop strategies to address these issues proactively, and implement effective solutions that promote a more engaged and motivated workforce. Skills gained will enable participants to make informed decisions that positively influence workplace culture.
Professionals will engage in practical exercises that simulate common employee relations situations, such as handling grievances, conducting effective performance reviews, and facilitating team discussions. By practising these skills, attendees will develop the capability to make informed decisions that enhance workplace culture and employee satisfaction. This training will empower participants to implement effective communication strategies, establish feedback mechanisms, and foster a culture of trust and collaboration. Ultimately, the skills gained in this course will enable professionals to create a more positive work environment that supports both employee well-being and organisational success.

Professional Problems This Course Is Designed to Solve

- Inconsistent handling of employee concerns and workplace conflict.
- Difficult conversations without a clear, fair process.
- Weak documentation and communication in employee-relations cases.

Course methodology

The course employs a blend of case studies, role-playing exercises, and group discussions to build practical skills in employee relations. Participants will analyse real-life scenarios, engage in simulations that mimic workplace conflicts, and collaborate in workshops to develop effective communication strategies. Each day will culminate in applied activities where participants will create tangible work products, such as communication plans, performance review frameworks, and comprehensive employee relations strategies. This hands-on approach ensures that participants can directly apply their learning to real-world situations, enhancing their capability to manage employee relations effectively and improve workplace dynamics. Learning outputs will include reports, frameworks, and presentations that reflect their understanding and application of course concepts.



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Course objectives

By the end of this course, participants will be able to:
• Analyse employee grievances to identify underlying issues and propose effective solutions.
• Assess the impact of workplace culture on employee relations and recommend targeted improvements.
• Design effective communication strategies to address employee concerns and enhance engagement.
• Diagnose conflict situations and apply appropriate resolution techniques to achieve positive outcomes.
• Construct performance review frameworks that promote constructive feedback and employee development.
• Prioritise employee well-being initiatives based on organisational needs and employee feedback.
• Evaluate the effectiveness of employee relations strategies in enhancing workplace morale and retention.
• Implement feedback mechanisms to improve employee engagement and satisfaction.

Target audience

This course is suitable for:
• HR professionals responsible for employee relations and engagement.
• Team leaders and managers seeking to improve workplace communication.
• Employee relations specialists focused on conflict resolution and mediation.
• Organisational development consultants aiming to enhance workplace culture.

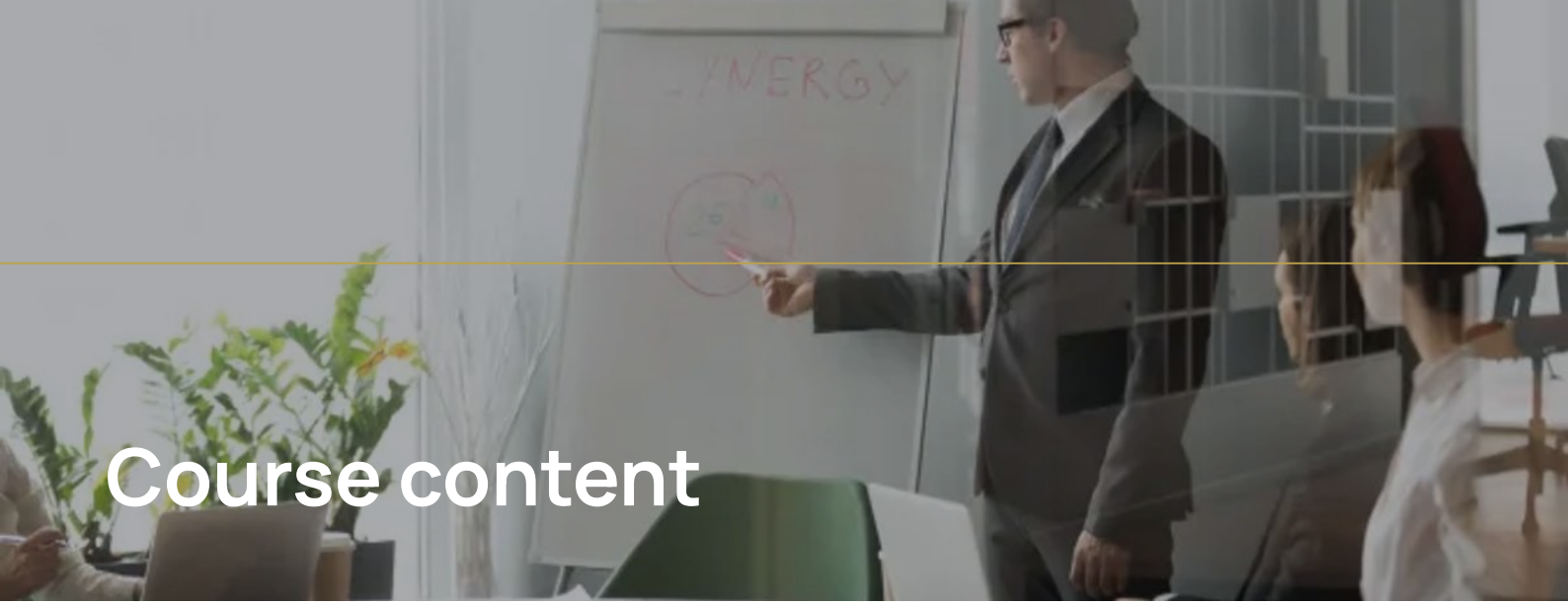
Target competencies

Participants will develop competencies in:
• Effective conflict resolution techniques in workplace scenarios.
• Development of communication strategies tailored to employee needs.
• Implementation of performance management systems that support employee growth.
• Assessment of workplace culture and its impact on employee relations.
• Facilitation of employee feedback mechanisms to enhance engagement.
• Creation of comprehensive employee relations strategies that improve workplace dynamics.

Course outline

Day 1: Understanding Employee Relations

Applied activity: Participants will analyse a fictional case study involving a workplace conflict, identifying key issues and stakeholders. They will discuss potential resolutions and the role of HR in mediating the situation, considering legal implications and best practices.
Output: A report outlining the identified issues, proposed resolutions, and HR's role in the scenario.



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09:00–09:54	Defining employee relations and its importance in the workplace.
09:54–10:48	Exploring the legal framework governing employee relations and compliance requirements.
10:48–11:00	Identifying common employee relations issues and their impact on organisational performance.
11:00–11:30	**Coffee break**
11:30–12:12	Identifying common employee relations issues and their impact on organisational performance. (continued)
12:12–13:06	Understanding the role of HR in managing employee relations effectively.
13:06–14:00	Examining the principles of effective communication in employee relations and conflict resolution.

Day 2: Communication Strategies for Employee Engagement

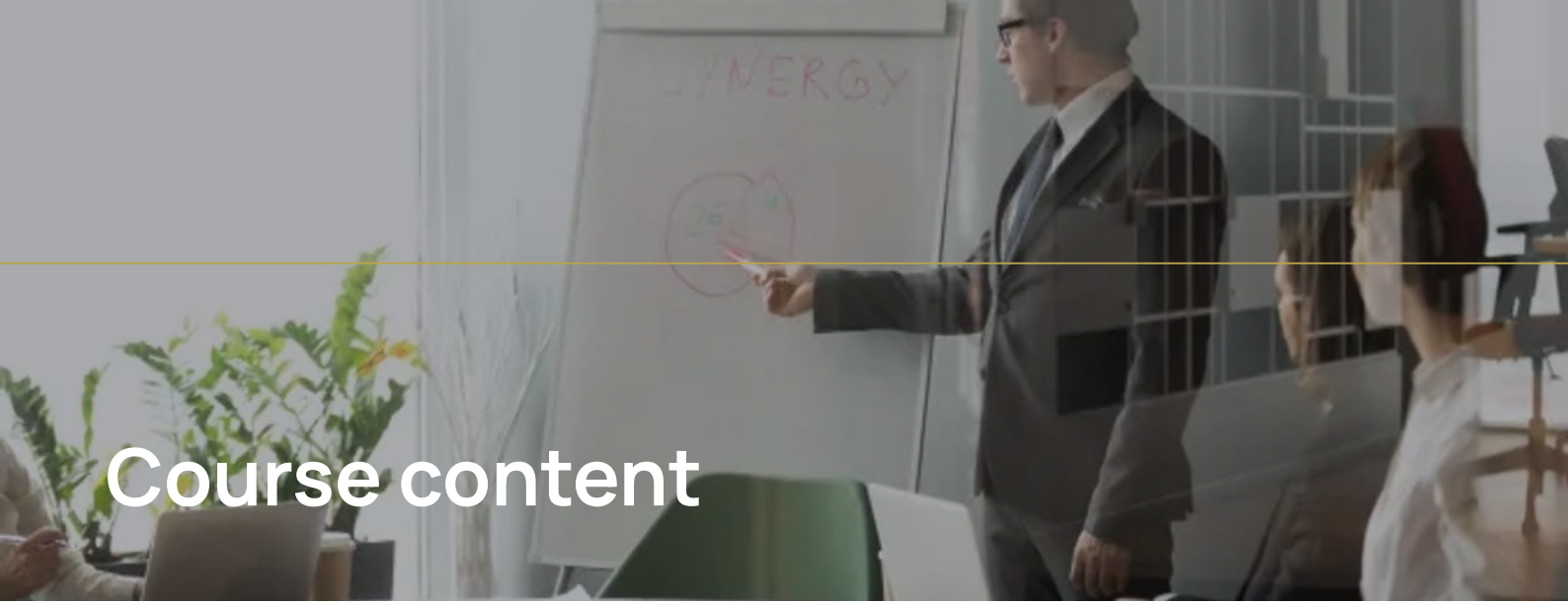
Applied activity: Participants will develop a communication plan for a fictional organisation facing employee dissatisfaction. They will outline strategies for addressing concerns, improving engagement, and fostering open dialogue between management and staff.
Output: A comprehensive communication plan addressing employee concerns and proposed engagement strategies.

09:00–09:54	Exploring the role of communication in employee relations and engagement.
09:54–10:48	Identifying barriers to effective communication in the workplace and strategies to overcome them.
10:48–11:00	Developing active listening skills to enhance employee interactions and trust.
11:00–11:30	**Coffee break**
11:30–12:12	Developing active listening skills to enhance employee interactions and trust. (continued)
12:12–13:06	Creating communication plans for addressing employee concerns and promoting transparency.
13:06–14:00	Utilising feedback mechanisms to improve employee engagement and morale.

Day 3: Conflict Resolution Techniques

Applied activity: In pairs, participants will role-play a conflict scenario, applying different resolution techniques to reach a mutually agreeable solution. They will reflect on the effectiveness of their approaches and discuss alternative strategies that could be employed.
Output: A reflection document summarising the negotiation process, outcomes, and lessons learned.

09:00–09:54	Understanding the sources of workplace conflict and their implications for employee relations.
09:54–10:48	Exploring conflict resolution styles and their effectiveness in different scenarios.



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10:48–11:00	Practising negotiation techniques in conflict situations to reach mutually beneficial outcomes.
11:00–11:30	**Coffee break**
11:30–12:12	Practising negotiation techniques in conflict situations to reach mutually beneficial outcomes. (continued)
12:12–13:06	Implementing mediation processes for resolving disputes and fostering collaboration.
13:06–14:00	Evaluating the outcomes of conflict resolution efforts and their impact on team dynamics.

Day 4: Performance Management and Employee Relations

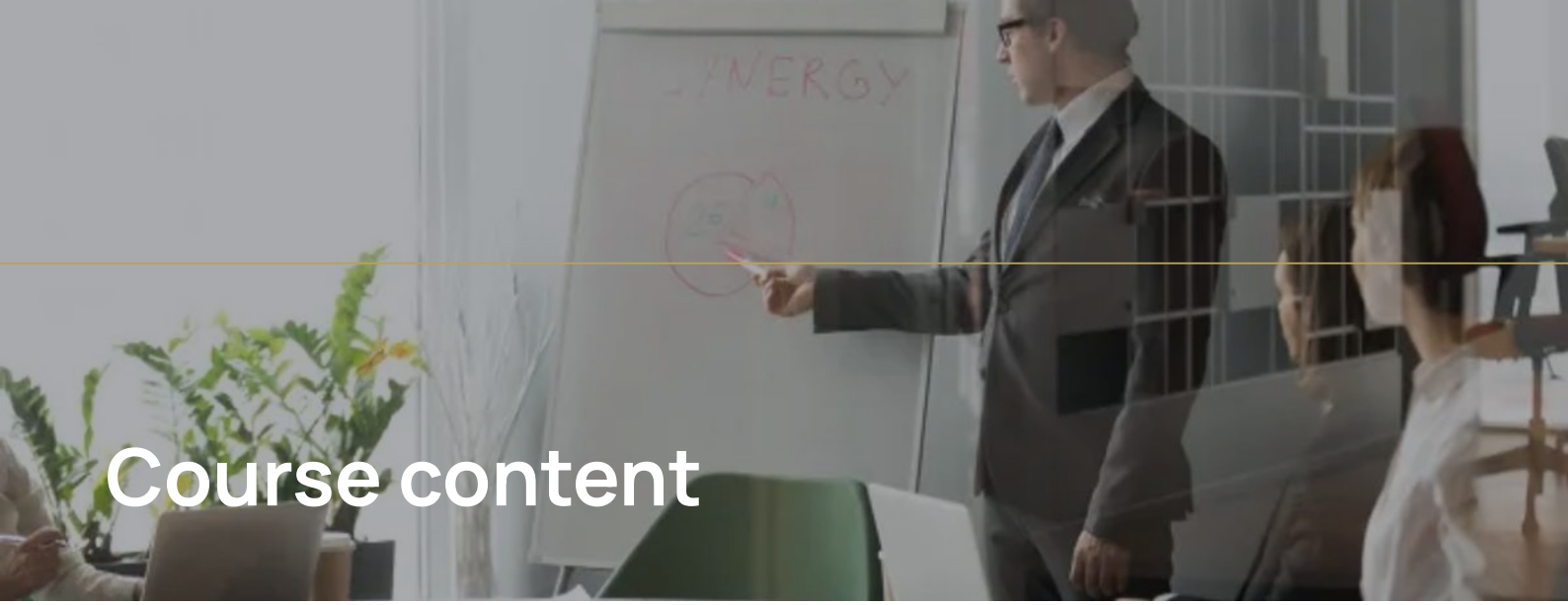
Applied activity: Participants will create a performance review framework for a fictional team, incorporating feedback mechanisms and development plans for team members. They will consider how to align performance management with employee relations goals.
Output: A performance review framework document with feedback and development strategies.

09:00–09:54	Understanding the link between performance management and employee relations, including legal considerations.
09:54–10:48	Developing performance review frameworks that support employee development and engagement.
10:48–11:00	Identifying best practices for delivering constructive feedback that fosters growth.
11:00–11:30	**Coffee break**
11:30–12:12	Identifying best practices for delivering constructive feedback that fosters growth. (continued)
12:12–13:06	Creating action plans for employee development based on performance reviews and feedback.
13:06–14:00	Assessing the impact of performance management on employee morale and retention.

Day 5: Integrating Employee Relations Strategies

Applied activity: Participants will work in groups to develop a comprehensive employee relations strategy for a fictional organisation, integrating lessons from the course. They will present their strategy to the class, focusing on implementation and expected outcomes.
Output: A detailed employee relations strategy presentation, including proposed initiatives and expected outcomes.

09:00–09:54	Synthesising employee relations strategies for organisational effectiveness and employee satisfaction.
09:54–10:48	Developing a holistic approach to employee engagement and conflict resolution.



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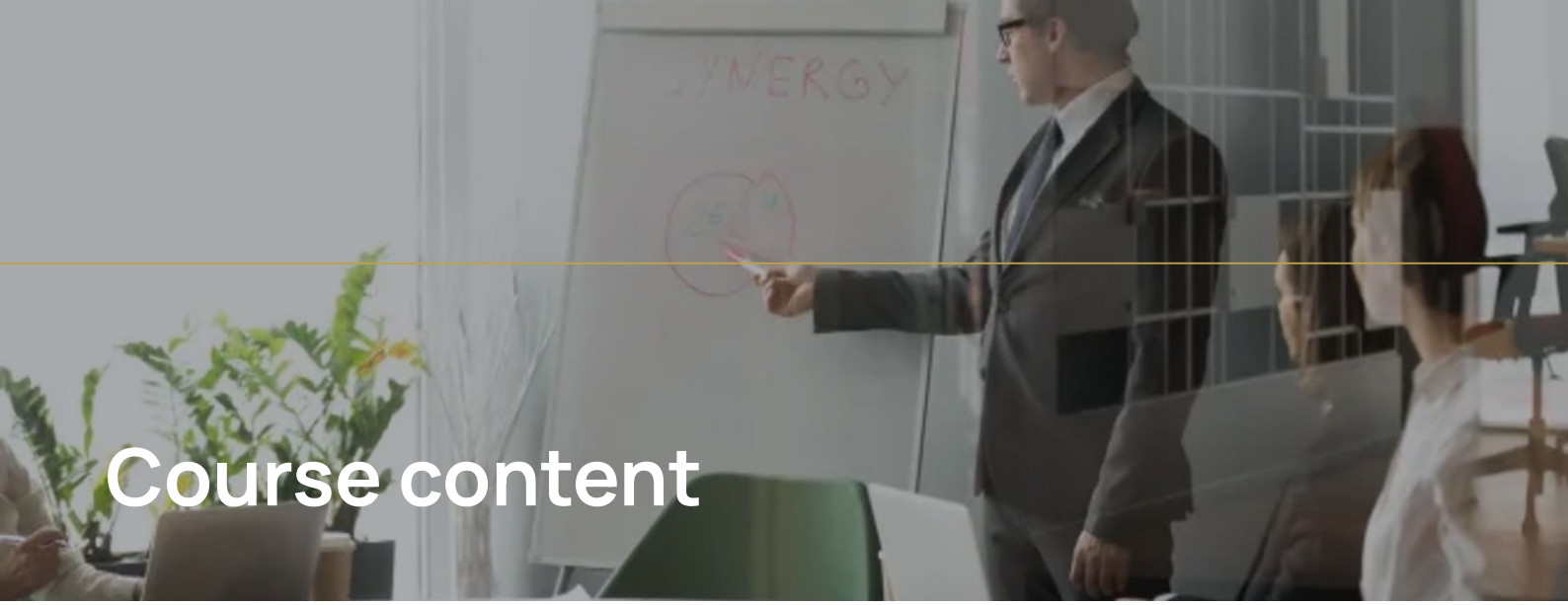
10:48–11:00	Creating an action plan for improving employee relations in the workplace based on course learnings.
11:00–11:30	**Coffee break**
11:30–12:12	Creating an action plan for improving employee relations in the workplace based on course learnings. (continued)
12:12–13:06	Evaluating the effectiveness of employee relations initiatives and their impact on culture.
13:06–14:00	Presenting employee relations strategies to stakeholders for buy-in and implementation.

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

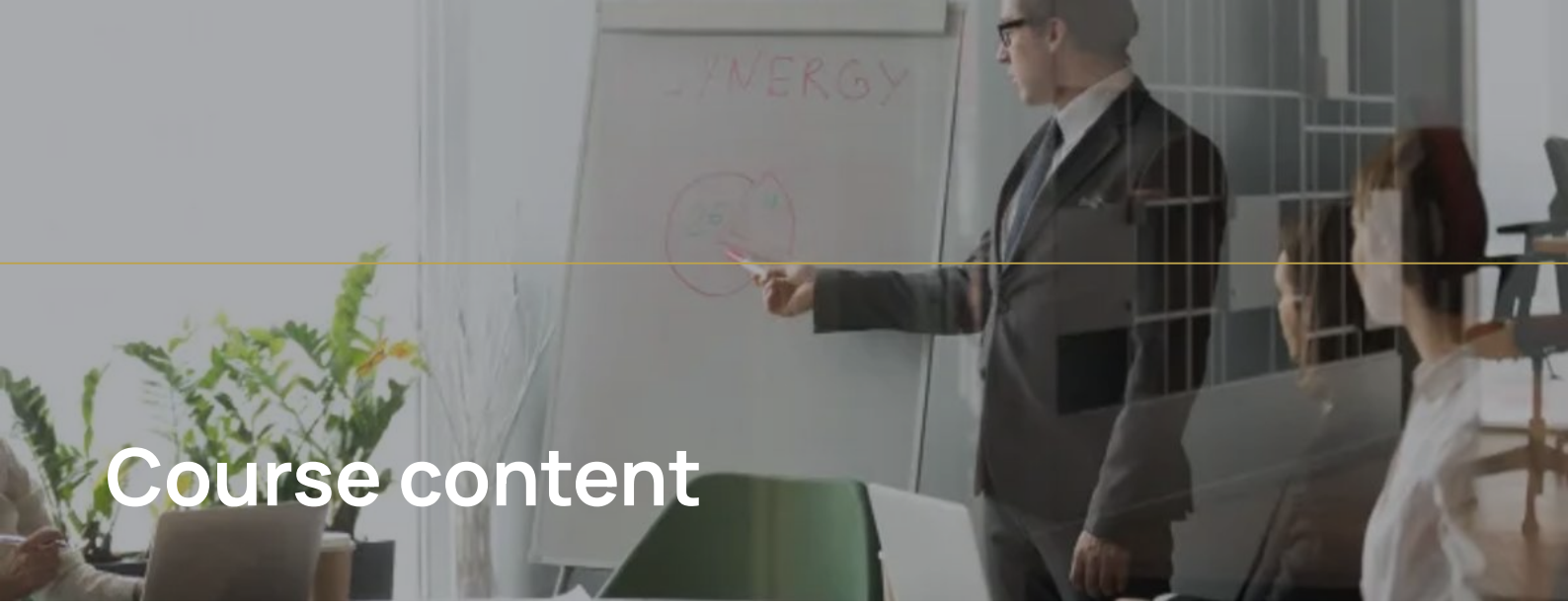
Venue	Start date	End date	Fee (EUR)
Kuala Lumpur Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,450.-**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.-**
Barcelona Confirmed dates	30 Nov 2026	4 Dec 2026	**€2,840.-**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.-**
Paris Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,860.-**



Course content

Dates, venues and fees (continued)

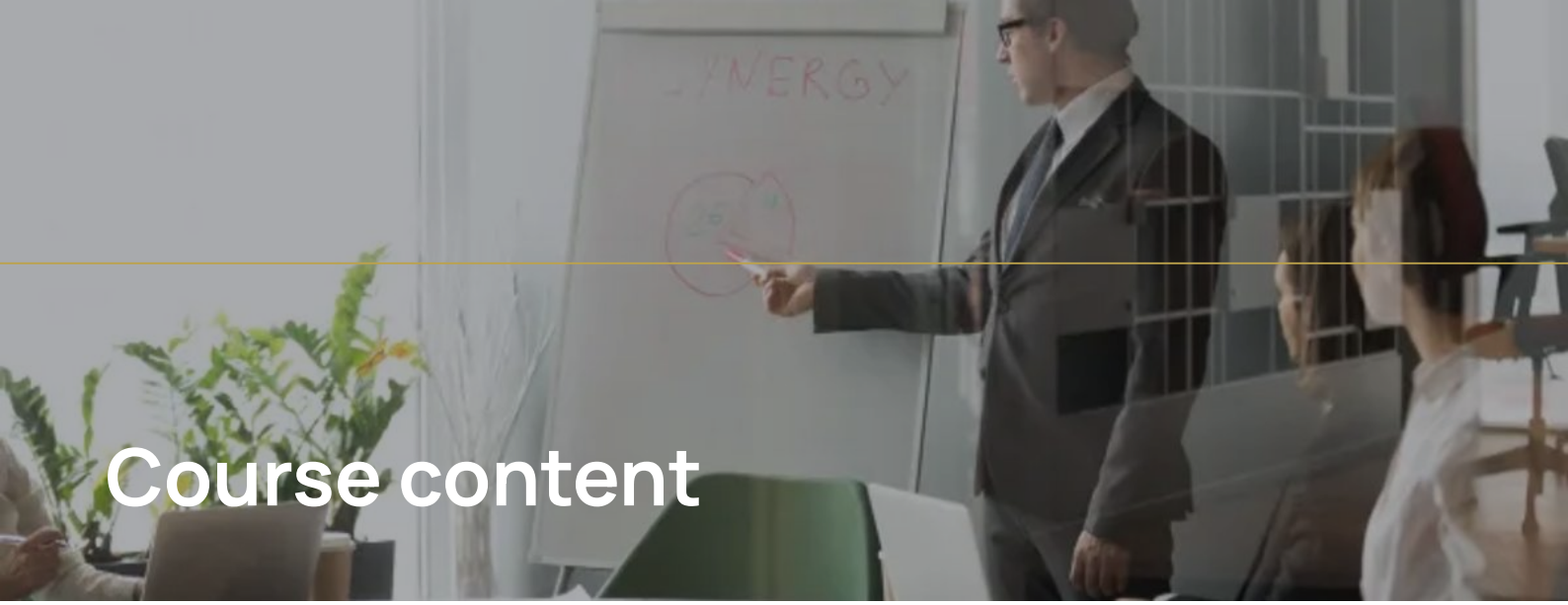
Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.-**
Istanbul Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,650.-**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.-**
Amsterdam Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,540.-**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.-**
Singapore Confirmed dates	18 Jan 2027	22 Jan 2027	**€2,820.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.-**
London Confirmed dates	1 Feb 2027	5 Feb 2027	**€2,450.-**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

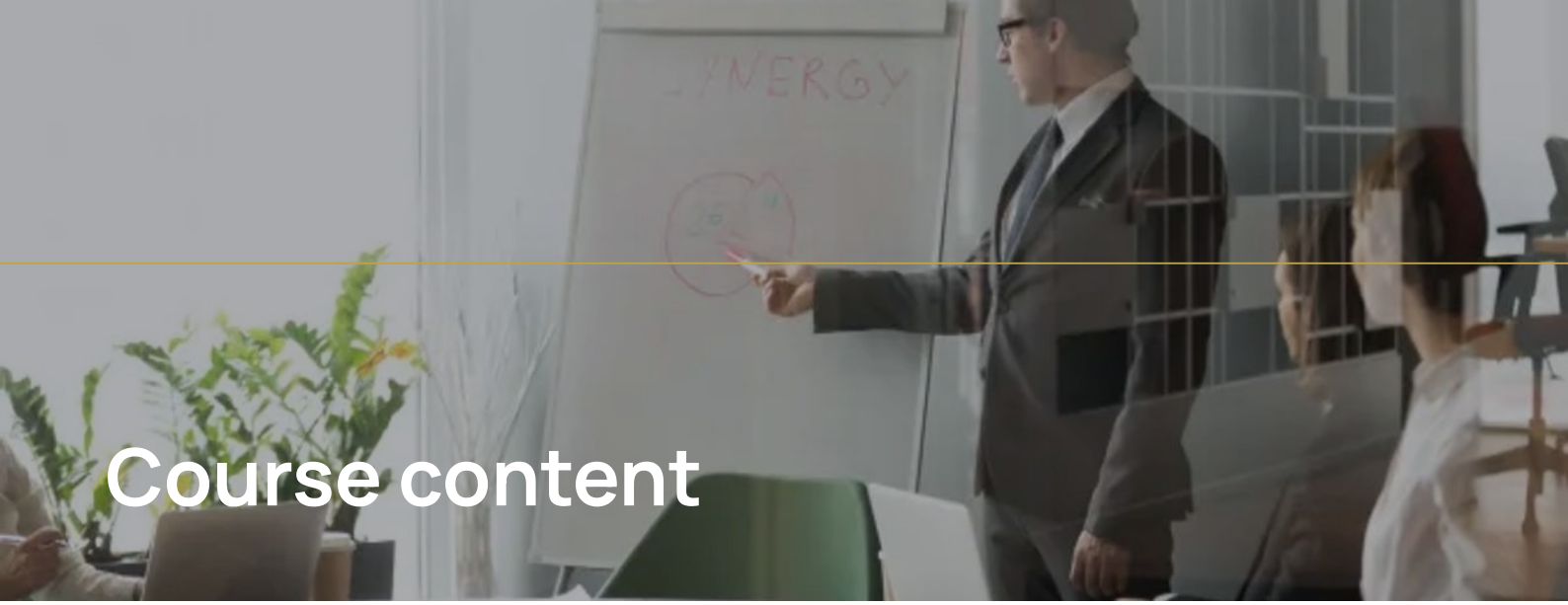
Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	15 Feb 2027	19 Feb 2027	**€3,150.-**
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.-**
Vienna Confirmed dates	22 Feb 2027	26 Feb 2027	**€2,940.-**
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.-**
Frankfurt Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,650.-**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,450.-**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.-**
Paris Confirmed dates	5 Apr 2027	9 Apr 2027	**€2,860.-**



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Dates, venues and fees (continued)

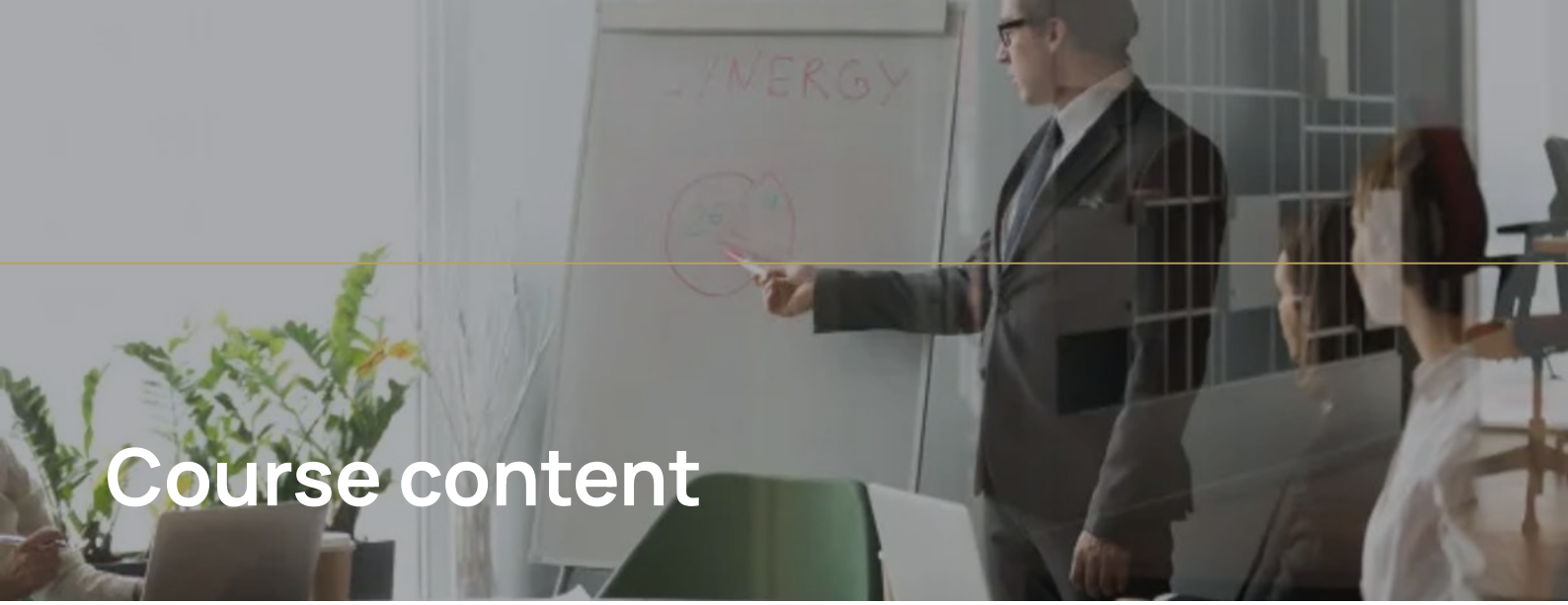
Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.-**
Istanbul Confirmed dates	19 Apr 2027	23 Apr 2027	**€2,650.-**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.-**
Cape Town Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,890.-**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.-**
Amsterdam Confirmed dates	3 May 2027	7 May 2027	**€2,540.-**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.-**
Singapore Confirmed dates	17 May 2027	21 May 2027	**€2,820.-**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.-**



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Dates, venues and fees (continued)

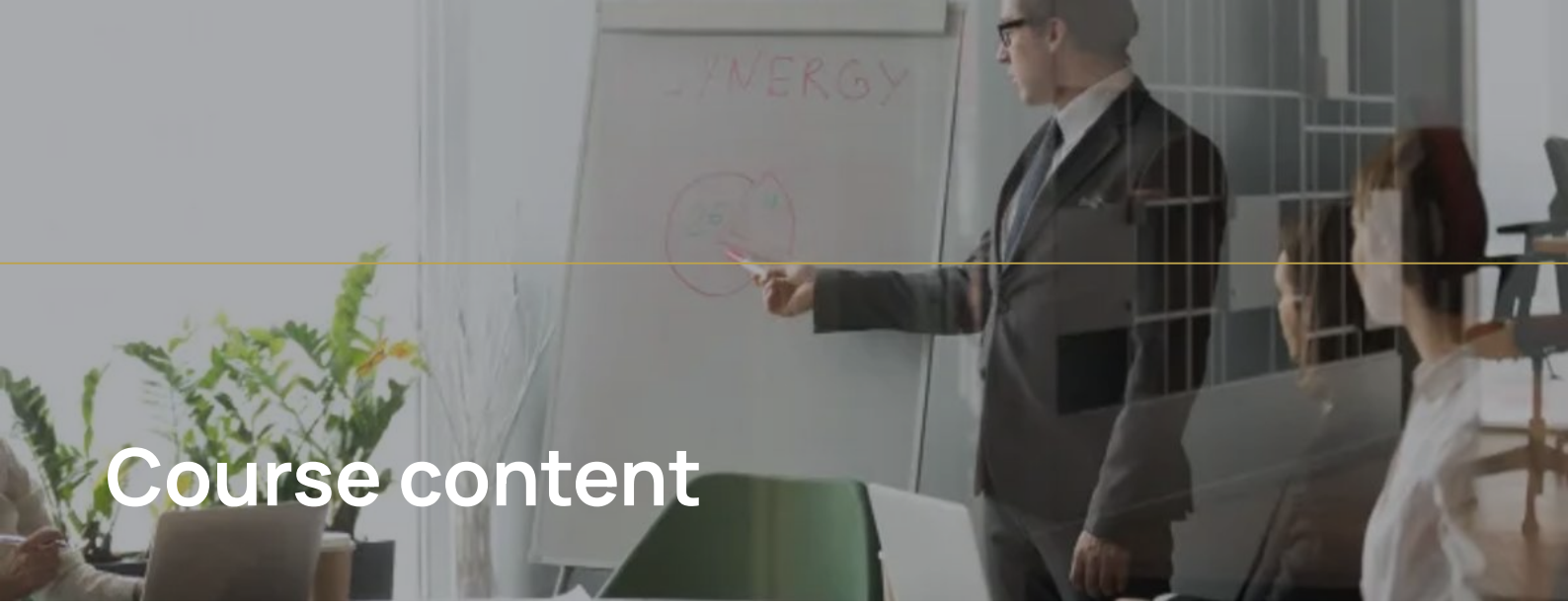
Venue	Start date	End date	Fee (EUR)
London Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,450.–**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.–**
Dubai Confirmed dates	21 Jun 2027	25 Jun 2027	**€3,150.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.–**
Rome Confirmed dates	28 Jun 2027	2 Jul 2027	**€2,450.–**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.–**
Frankfurt Confirmed dates	5 Jul 2027	9 Jul 2027	**€2,650.–**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,450.–**



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Dates, venues and fees (continued)

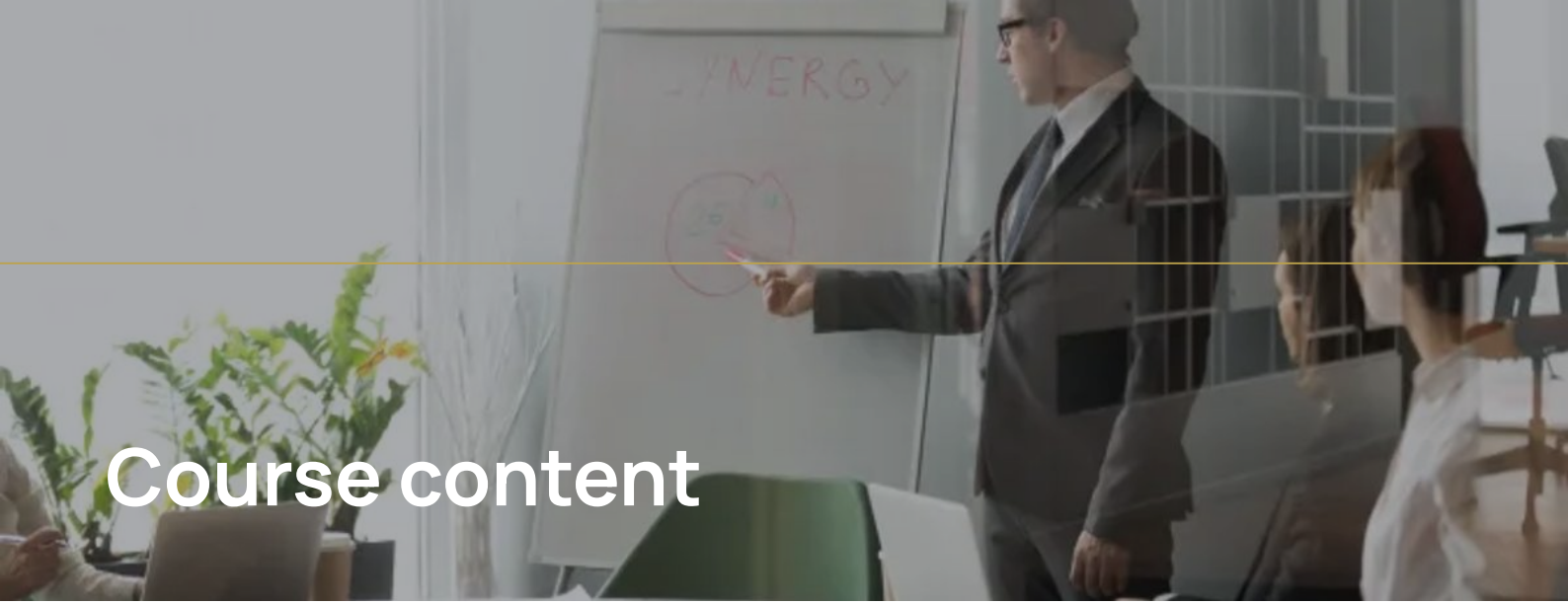
Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Paris Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,860.-**
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**
Istanbul Confirmed dates	16 Aug 2027	20 Aug 2027	**€2,650.-**
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,250.-**
Rome Confirmed dates	30 Aug 2027	3 Sept 2027	**€2,450.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
Amsterdam Confirmed dates	6 Sept 2027	10 Sept 2027	**€2,540.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,250.-**



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Dates, venues and fees (continued)

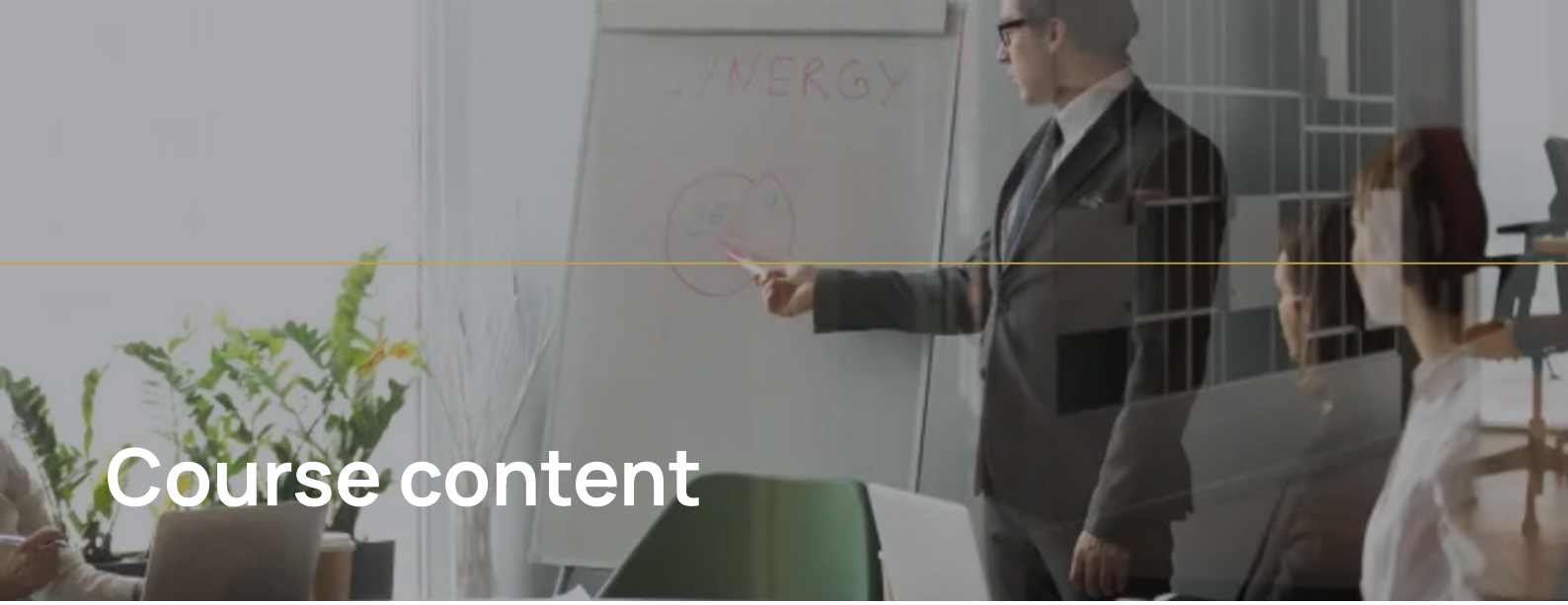
Venue	Start date	End date	Fee (EUR)
Singapore Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,820.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
London Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,450.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Dubai Confirmed dates	18 Oct 2027	22 Oct 2027	**€3,150.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.-**
Frankfurt Confirmed dates	1 Nov 2027	5 Nov 2027	**€2,650.-**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,250.-**
Cape Town Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,890.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,450.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Paris Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,860.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**
Istanbul Confirmed dates	13 Dec 2027	17 Dec 2027	**€2,650.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.-**



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Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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