

# Employee Relations – Roles and Responsibilities Course

## Venue Information

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**Venue:** London UK

**Place:**

**Start Date:** 2026-03-31

**End Date:** 2026-04-04

## Course Details

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**Net Fee:** £4750.00

**Duration:** 1 Week

**Category ID:** HRMC

**Course Code:** HRMC-25

## Syllabus

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### . Course Syllabus

#### Introduction

Employees in the functions of Employee Relations, Human Resources or Personnel and Administration who are directly or indirectly responsible for providing support services to internal customers within the organization.

#### Objectives

- Define Employee Relations as a function and list its main role within Human Resources.
- Manage employee files and records as per the local labor laws and regulations.
- Improve attendance in the organization by minimizing absenteeism through the use of the right Key Performance Indicators.

## **Content**

### **Day One**

#### **Employee Relations (ER)**

- Defining the ER Function
- Main Duties and Responsibilities of ER Officers
- Employee Relations (ER) versus Human Resources (HR)
- Employee Relations versus Personnel and Administration
- The Relationship between Labor Law and Employee Relations

### **Day Two**

#### **Managing Employee Files and Records**

- The Bare Essentials that Should be Kept on Record at All Times
- Organizing the Files: The Logical Approach
- Organizing the Files: The Legal Requirements
- Approaches to Updating Employee Files
- Ad Hoc Updating versus Periodic
- Automating Employee Files: Advantages and Disadvantages
- Human Resources Information Systems (HRIS)
- The Global Ranking of Current HRIS

### **Day Three**

#### **Attendance Management**

- Punctuality and Discipline: Tips for Improving Performance in these Two Areas
- Flexi-Time: Definition and Uses
- Pros and Cons of Flexi-Time Cultures
- Absenteeism: The Main Key Performance Indicators (KPIs) for Measuring Absenteeism
- Analyzing Absenteeism in Order to Reduce it

### **Day Four**

#### **Employee Morale**

- The Definition of Employee Morale
- Employee Morale versus Organizational Health
- Assessing Employee Morale
- Objective versus Subjective Approaches for Assessing Morale
- Using the Dow Jones Model to Measure Morale

## **Employee Grievances**

- The Definition of a Grievance
- Grievances versus Complaints versus Whining
- The Grievance Handling Procedures: Recommended Steps
- Grievance Rate and Grievance Resolution Rate
- The Main KPIs for Measuring your Grievance Resolution Ratio