



*Training Course:
Employee Relations and Engagement*

*27 - 31 October 2025
Madrid (Spain)
Pestana CR7 Gran Vía*

Training Course: Employee Relations and Engagement

Training Course code: HR235991 From: 27 - 31 October 2025 Venue: Madrid (Spain) - Pestana CR7 Gran Vía Training Course Fees: 5500 € Euro

Introduction:

In today's dynamic and diverse workplace, strong employee relations and active engagement are no longer optional—they are essential for organizational success, resilience, and sustainable growth. As businesses evolve to become more people-centric, fostering a positive and inclusive work environment where employees feel respected, supported, and motivated is a key competitive advantage.

The "Employee Relations and Engagement" program, developed by Global Horizon Training Center, provides HR professionals, line managers, and team leaders with the tools, frameworks, and practical skills necessary to build trust-based relationships, manage workplace conflicts, ensure legal compliance, and drive high levels of employee engagement. This course explores the full employee experience, from onboarding to exit, and addresses the organizational culture, communication strategies, recognition systems, and emotional intelligence needed to create a productive and loyal workforce.

Objectives:

By the end of this course, participants will be able to:

- Understand the principles and best practices of employee relations and engagement.
- Manage workplace issues such as conflict resolution, grievances, and discipline effectively.
- Foster employee commitment through engagement strategies aligned with organizational goals.
- Strengthen communication and trust between management and staff.
- Analyze and improve employee experience and organizational culture.
- Design and implement employee engagement action plans and surveys.

Course Methodology:

This training employs a blend of:

- Expert-led presentations and strategic briefings
- Case studies from leading organizations
- Practical workshops and group discussions
- Real-world role plays and situational simulations

- Diagnostic tools e.g., engagement scorecards, employee feedback analysis
- Action planning for post-course implementation

Organizational Impact:

Organizations that implement insights from this course will benefit from:

- Reduced employee turnover and absenteeism
- Improved morale, motivation, and productivity
- Better internal communication and trust
- Enhanced employer branding and talent retention
- Reduced workplace conflicts and legal risks
- A more agile and cohesive work culture aligned with strategic objectives

Target Audience:

This program is ideal for:

- HR Managers and HR Business Partners
- Employee Relations Officers
- Line Managers and Team Leaders
- Organizational Development Specialists
- Internal Communications and Culture Officers
- Talent Management and Engagement Professionals
- Supervisors and Department Heads responsible for team performance

Outlines:

Day 1: Foundations of Employee Relations and Engagement

- Welcome and program overview by Global Horizon Training Center
- Definitions and distinction between employee relations and engagement
- The psychological contract and employee expectations

- The link between engagement, performance, and retention
- Models of employee engagement Gallup, Aon Hewitt, etc.
- Diagnosing employee relations challenges: causes and consequences

Day 2: Managing Workplace Conflict, Discipline, and Grievances

- Types of workplace conflict and resolution strategies
- Progressive discipline and fair treatment processes
- Handling employee complaints and internal investigations
- Mediation, arbitration, and alternative dispute resolution
- Employment law basics related to ER grievance, dismissal, etc.

Day 3: Building Engagement through Communication and Leadership

- The role of leaders and managers in driving engagement
- Creating a culture of trust and psychological safety
- Internal communication tools and two-way feedback mechanisms
- Recognition, rewards, and non-financial motivators
- Emotional intelligence and empathy in people management

Day 4: Measuring, Analyzing, and Improving Engagement

- Engagement KPIs and survey design pulse vs. annual surveys
- Interpreting employee engagement data and reports
- Segmenting engagement initiatives by department or function
- Case studies: Successful engagement programs in action
- Linking engagement to performance management and appraisal

Day 5: Strategic Planning and Sustaining Long-Term Engagement

- Embedding engagement into HR strategy and organizational values
- Onboarding, career development, and inclusion as engagement tools

- Change management and its impact on engagement
- Employee lifecycle and experience mapping
- Capstone project: Designing a customized engagement strategy for your organization
- Action planning, wrap-up, and certificate distribution

Registration form on the Training Course: Employee Relations and Engagement

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

Delegate Information

Full Name (Mr / Ms / Dr / Eng):
Position:
Telephone / Mobile:
Personal E-Mail:
Official E-Mail:

Company Information

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Address:
City / Country:

Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng):
Position:
Telephone / Mobile:
Personal E-Mail:
Official E-Mail:

Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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3 Oudai street, Aldouki,
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