



*Training Course:  
Certified Employee Relationship Specialist*

*28 September - 2 October 2026  
Madrid (Spain)*

## Training Course: Certified Employee Relationship Specialist

Training Course code: HR3005 From: 28 September - 2 October 2026 Venue: Madrid (Spain) - Training Course Fees: 5775 € Euro

### Introduction

This program, designed by Global Horizon Training Center, focuses on enhancing organizational productivity and employee motivation through the application of best practices in [Employee Relations ER](#).

In modern organizations, the way employees are treated directly influences performance, engagement, and retention. This program equips participants with the knowledge and practical skills required to create a [supportive, fair, and high-performing work environment](#), where both individual and collective issues are managed effectively.

The seminar emphasizes building strong relationships between the ER function and line management, ensuring that policies are not only well-designed but also properly implemented. Participants will explore how to handle critical workplace challenges such as absenteeism, performance issues, and employee expectations, while fostering a culture of trust, communication, and accountability.

### Objectives

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

- Understand the role of Employee Relations in organizational success
- Align ER practices with management and leadership functions
- Manage organizational change effectively
- Address performance issues and influence employee behavior
- Apply disciplinary and grievance procedures professionally
- Manage absenteeism and workplace conduct issues
- Support managers and supervisors in handling employee relations challenges
- Understand and implement Employee Assistance Programs EAP

### Target Audience

- HR and Employee Relations Professionals
- Line Managers and Supervisors
- Team Leaders and Department Heads
- Organizational Development Specialists
- Anyone responsible for managing people and workplace relationships

### Outlines

#### Day 1: The Core Role of Employee Relations

- Understanding the context of Employee Relations
- The impact of change management on ER
- ER and organizational policies
- Distinction between ER and management roles
- ER as a strategic function
- The Psychological Contract
- ER as a change agent and employee advocate

#### Day 2: The ER Function in Practice

- Effective workplace communication
- Team briefings and employee consultation
- Managing discipline: misconduct vs performance
- Appeals processes and fairness
- Managing sickness absence
- Return-to-work interviews
- Absence monitoring and trigger systems

#### Day 3: Supporting Managers and Handling Workplace Issues

- Managing grievances and complaint handling
- Conducting grievance interviews
- Management rights and responsibilities
- Equal opportunities and diversity
- Addressing discrimination, harassment, and bullying
- Motivation and employee engagement strategies

#### Day 4: Performance Management & Employee Support

- The performance management cycle
- Motivation theories and application
- Giving constructive feedback
- Coaching techniques for managers
- Counseling skills for workplace issues
- Employee Assistance Programs EAP
- Supporting employee wellbeing

#### Day 5: Leadership & Maximizing Employee Potential

- Strategies for getting the best from employees
- Leadership vs management roles
- Leadership competencies in ER
- Developing leadership capabilities
- 360-degree feedback systems
- Aligning ER with organizational values
- Personal development planning and program review

## Registration form on the Training Course: Certified Employee Relationship Specialist

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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

Company Name: .....  
 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
- Please invoice me
- Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
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to: Global Horizon  
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