



*Training Course:
Certified Employee Relationship Specialist*

*21 - 25 February 2027
Amman (Jordan)*

Training Course: Certified Employee Relationship Specialist

Training Course code: HR3005 From: 21 - 25 February 2027 Venue: Amman (Jordan) - Training Course Fees: 4200 € 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

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