BOOST
THE LEADING TRAINING PROVIDER

HR Strategy and Training

Strategic Employee Relations and Workplace Ethics (1)

Course Introduction

Employee relations today go far beyond handling grievances and enforcing policies—they play a strategic role in shaping organizational culture, enhancing employee engagement, and safeguarding legal compliance. As organizations evolve, HR and management professionals must be equipped with both the insight and practical tools to manage workplace dynamics ethically and effectively.

This intensive five-day program offers a strategic and hands-on approach to managing employee relations in complex environments. Through a blend of real-world cases, role-plays, interactive discussions, and tools, participants will learn to address workplace challenges, improve employee morale, mitigate risks, and contribute to a culture of fairness, accountability, and high performance.

Target Audience

- Human resources professionals
- Employee relations specialists
- HR business partners and generalists
- Line managers and supervisors
- Department heads and professionals involved in managing people

Learning Objectives

- Define the strategic importance of employee relations and their link to business outcomes

- Build trust-based relationships between employees and management
- Recognize and resolve employee conflicts, grievances, and misconduct with professionalism
- Develop and implement fair disciplinary and performance procedures
- Integrate ethics, compliance, and respect into the organization's employee relations framework
- Measure and improve employee relations practices through data and feedback

Course Outline

- **DAY 01**

  Foundations of Employee Relations Strategy

  - Understanding employee relations in the modern workplace
  - Aligning employee relations with organizational culture and HR strategy
  - Key responsibilities of HR and line managers in managing relations
  - The employee experience lifecycle and its impact on engagement
  - Identifying early signs of employee dissatisfaction
  - Workshop: Diagnosing the root causes of workplace tension

- **Day 02**

  Workplace Ethics, Fairness, and the Psychological Contract

  - Ethics, values, and respect in employee relations
  - Defining and sustaining a culture of integrity and inclusion
  - The psychological contract and employee expectations
  - Ethical dilemmas and conflicts of interest in the workplace
  - Creating and communicating a fair workplace code of conduct
  - Activity: Group discussion on ethical gray areas

- **Day 03**

  Handling Complaints, Grievances, and Investigations

  - Understanding formal vs. informal complaints
  - Structuring an effective grievance resolution process
  - Conducting objective workplace investigations
  - Protecting confidentiality, neutrality, and due process

◦ Legal and reputational risks in poor complaint handling
  ◦ Simulation: Investigating a workplace harassment complaint
• **Day 04**

Managing Performance and Disciplinary Issues

  ◦ Identifying poor performance, misconduct, and behavioral issues
  ◦ Progressive discipline: from coaching to corrective action
  ◦ Legal compliance and documentation essentials
  ◦ Managing difficult conversations and disciplinary meetings
  ◦ Handling emotional or resistant employees
  ◦ Role-play: Delivering a performance warning or termination notice
• **Day 05**

Measuring, Reporting, and Sustaining Healthy Relations

  ◦ Metrics and KPIs to assess employee relations health
  ◦ Using employee feedback, surveys, and exit interviews
  ◦ Developing an employee relations dashboard
  ◦ Continuous improvement in employee relations practices
  ◦ Building a proactive ER strategy for the future
  ◦ Final workshop: Designing a customized ER action plan

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Aug. 11, 2025	Aug. 15, 2025	5 days	4250.00 $	UAE - Dubai
Oct. 20, 2025	Oct. 24, 2025	5 days	4250.00 $	UAE - Abu Dhabi