

Managing Employee Relations

Managing Employee Relations provides managers and supervisors with a four-step strategy for managing employee relations --compliance with legislation, managing diversity, handling work and personal issues and fostering open communications. After an overview of the importance of employee relations and their impact on the workplace, the course reviews the legislation that protects employees from discriminatory and unfair practices. Students will learn how to identify diversity issues in a team, how to respond to personal issues that affect the work environment, how to promote open communications and how to establish formal and informal problem resolution processes.

Price	\$130 Nonmembers / \$95 Members
Course Credits	AIB: 0.5 ; ICB: 0
Prerequisites	None, although experience with managing a team or having direct reports is recommended
Required Software	None
Optional Software	Adobe Acrobat Reader and RealPlayer

Audience

Any manager or team leader with one or more reporting relationships.

Learning Objectives

After completing this course, students will be able to:

- Describe the impact of a manager's role in establishing and maintaining sound employee relations in an organization
- Identify four management strategies that support positive employee relations
- Describe the purpose and intent of employment legislation governing workplace supervision
- Identify diversity issues in a team and overcome related barriers to productive employee relations
- Use effective guidelines for handling work and personal issues in a team
- Implement management activities that facilitate open communications