



**Asia Masters Center**

# Employee Relations: Motivation, Grievances And Discipline





## **Employee Relations: Motivation, Grievances And Discipline**

### **➔ Course Objective**

- Be able to relate the role of ER to the role of the Managers/Supervisor and Team Leader
- Know how to manage change
- Be able to deal with performance problems and modify the behavior of employees
- Be able to influence the behavior of managers and team leaders
- Be able to operate disciplinary procedures and grievance procedure
- Know how to manage absence
- Understand the role of an Employee Assistance programme

### **➔ Target Audience**

- Human Resources managers and senior professionals, specialists, team leaders, and business partners in the function who seek to broaden their knowledge and improve their skills in the key functions of HR as well as those who are responsible for evaluating HR and its effectiveness in the organization. The course is also suitable for those employees who are targeted for development or promotion within the HR function.



## Course Outline

### ➤ DAY 1

- The Core Role of Employee Relations
- The Context
- Change Management
- ER and Nationalization
- Understanding the Rationale of ER
- The Core Role of ER
- The distinction between the role of ER and the role of the Manager
- The Impact on Policies and Procedures
- Change Agent and Employee Champion
- The Psychological Contract

### ➤ DAY 2

- The ER function in Practice
- Communications
- Team Briefing
- Consultation
- Discipline – Gross misconduct
- Discipline – poor performance
- Appeals
- Handling sickness absence
- Return to work interviews
- Notification Rules
- Trigger Mechanisms



## Asia Masters Center

### ➤ DAY 3

- Supporting the Manager, Supervisor or Team Leader
- Grievances
- Conducting the Grievance Interview
- Management's right to manage
- Equal Opportunities
- Discrimination
- Equality and diversity
- Harassment and Bullying
- Motivation

### ➤ DAY 4

- Managing Performance, Counseling, Providing Employee Assistance
- The performance management process
- Motivation and Goal Theory
- Giving Feedback
- Coaching
- Counseling – Managers and Supervisors
- Counseling employees
- A Counseling Style Inventory
- Employee Assistance Programmers



## Asia Masters Center

- DAY 5
- Getting the Best from People
- Getting the best from People
- Then characteristics of leaders
- Leading Vs Managing
- Leadership Competencies
- Leadership development
- 360 degree feedback
- Seminar review
- Personal Development Planning



## Asia Masters Center

### ➤ **The Feature Of Asia Master Training And Development Center**

- we pick up the customer from the airport to the hotel.
- we give the participant training bag includes all the necessary tools for the course.
- Working within groups to achieve the best results.
- All our courses are confirmed and we do not postpone or cancel the courses regardless of the number of participants in the course.
- We can assist you in booking hotels at discounted prices if you wish to book through us.
- We offer the certificate from Asia Masters Center for Training and Administrative Development.

### ➔ **The Cost Of The Training Program Includes The Following:**

- 1) Scientific article on flash memory.
- 2) Training Room.
- 3) Training.
- 4) Coffee break.
- 5) The training bag includes all the tools for the course.



## Asia Masters Center

### Price (USD)

Communicate with the training department  
to know the participation fees

➤ **There are offers and discounts for groups**

### The details of the bank account

Bank name: CIMB Bank Berhad

Account name: Asia Masters Center SDN. BHD

Bank account number: 80-0733590-5

Swift code: CIBBMYKL

IBAN: Null