

Scandinavian Academy
Training Center

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Riyadh - Al Khaleej District - Sheikh Abdul Aziz Bin Abdul Rahman Bin Bishr Street - 13223 - Office No. 5 | P.O.BOX : 13224

Course: Employee Relations: Motivation, Grievances and Discipline (Professional Employee Relationship Specialist)

Code	City	hotel	Start	End	price	Language - Hours
HT-211SA	Abha	Hotel Meeting Room	2027-07-04	2027-07-08	9950 SR	En - 25

Introduction

The seminar is designed to develop increased productivity and motivation through the application of best practice in the way that employees are treated by the organisation. The seminar will enable the creation of a working environment in which all staff are able to contribute their full potential. This will involve creating a supportive and trusting climate at work and ensuring that individual and collective ER issues are handled positively and sensitively.

The main features of the seminar are:

- Shows how to create a close working relationship between ER and the rest of the organisation
- Establishes the policies that create an effective ER function
- Matches these policies to the practices that support them
- Addresses how to get the best from people
- Addresses key issues for ER and Supervisors/Team Leaders such as handling absence, poor timekeeping and unrealistic aspirations for promotion

Objectives

By the end of the seminar, delegates will:

- 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 behaviour of employees
- Be able to influence the behaviour 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

Training Methodology

The training methodology used is designed to encourage maximum participation by all delegates. The presenter will suggest ideas and theories to the delegates and then encourage them to test out the ideas by the use of discussion, small group work, exercises and feedback. Each day of the seminar will end by delegates completing their own record of what has been learned on the day and considering how the ideas might be transferred back to the workplace.

Organisational Impact

The benefits to the organisation in delegates attending this seminar and putting the ideas into practice are as follows:

- Improved leadership
- Greater productivity
- Improved morale and commitment
- A line management team (Supervisors and team Leaders) will feel supported by the ER function
- The ER function will develop closer working relationships with the line management team (Supervisors and team Leaders)
- Improved standards of performance and conduct throughout the organization

Personal Impact

The seminar will equip delegates with the following skills:

- Motivate employees in a positive and thorough way
- Understand why people work and why they try hard (and why they sometimes don’t)
- Handling Grievances
- The different roles of HR and ER staff; line managers, supervisors and team leaders
- How to make Disciplinary Action effective and the mistakes to avoid
- Managing common problems such as absence or lateness
- Performance Management
- Linking the organisations values to the ER function

SEMINAR OUTLINE

DAY 1

The Core Role of Employee Relations

- The Context
- Change Management
- ER and Nationalisation
- 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

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, Counselling, Providing Employee Assistance

- The performance management process
- Motivation and Goal Theory
- Giving Feedback
- Coaching
- Counselling – Managers and Supervisors
- Counselling employees
- A Counselling Style Inventory
- Employee Assistance Programmes

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

The Scandinavian Academy for Training Center adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training Center.

Program Timings: 9:00 AM to 2:00 PM

The program includes:

- A daily buffet provided during the sessions to ensure participants comfort.
- A closing ceremony on the final day to distribute certificates and celebrate participants achievements.
- **Note: All prices are exclusive of 15% Value Added Tax (VAT).**

Our Success Partners

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