

Course No. 1982

Employee Relations Management & Workplace Conflict Resolution Training Course

EMPLOYEE RELATIONS, LABOR LAW & HR COMPLIANCE
HUMAN RESOURCES & TALENT MANAGEMENT

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Employee Relations Management & Workplace Conflict Resolution Training Course provides a practical framework for building effective employee relations, managing workplace concerns, and resolving conflicts in a fair, consistent, and constructive manner. The program focuses on strengthening the relationship between employees, managers, and HR while supporting a stable, respectful, and productive work environment.

Participants will explore the key elements of employee relations management, including communication, workplace expectations, employee concerns, grievances, disciplinary matters, performance-related issues, interpersonal conflicts, and organizational change. The course emphasizes early identification of relationship challenges and the use of structured approaches to prevent workplace issues from escalating into formal disputes.

The program also develops practical conflict resolution capabilities. Participants will examine different sources and patterns of workplace conflict, assess the interests and concerns of the parties involved, conduct difficult conversations, manage emotionally sensitive situations, and apply appropriate resolution techniques. Particular attention is given to mediation, negotiation, collaborative problem-solving, and maintaining professionalism during challenging employee relations cases.

Through realistic case studies, role plays, workplace scenarios, and practical exercises, participants will strengthen their ability to manage employee concerns, support managers, document cases appropriately, and make balanced decisions. The course ultimately helps organizations establish stronger employee relations practices, reduce avoidable workplace disputes, and promote a culture of trust, accountability, and constructive communication.

Objectives

- By the end of the course, participants will be able to:
- Explain the principles and strategic importance of effective employee relations management.
- Identify common causes and patterns of workplace conflict.
- Assess employee relations issues using structured diagnostic approaches.
- Apply effective communication techniques when managing sensitive employee concerns.

- Develop appropriate responses to workplace complaints, grievances, and interpersonal disputes.
- Conduct difficult conversations with employees and managers professionally.
- Apply negotiation and problem-solving techniques to workplace conflicts.
- Strengthen manager capabilities in preventing and addressing employee relations challenges.
- Evaluate when informal resolution, mediation, or formal processes may be appropriate.
- Improve the consistency and fairness of employee relations decisions.
- Strengthen documentation and case management practices.
- Manage emotionally sensitive workplace situations while maintaining professional boundaries.
- Identify recurring employee relations issues and their organizational causes.
- Develop practical approaches for preventing workplace conflict.
- Establish effective employee relations monitoring and escalation mechanisms.
- Develop an action plan for strengthening employee relations and workplace conflict resolution.

Who Should Attend

This course is designed for HR directors and managers, employee relations professionals, HR business partners, HR operations specialists, HR advisors, and professionals responsible for managing workplace relationships, employee concerns, grievances, and conflict resolution.

It is also suitable for department heads, line managers, supervisors, team leaders, operations managers, talent management professionals, organizational development specialists, compliance and legal professionals, and senior leaders who regularly deal with employee relations or workplace disputes.

The program is particularly relevant to government entities, ministries, banks and financial institutions, oil and gas organizations, multinational corporations, industrial organizations, service companies, and large private-sector institutions seeking to strengthen workplace relationships, managerial effectiveness, employee engagement, and organizational stability.

Learning Outcomes

- Upon completion of the course, participants will be able to:
- Diagnose the underlying causes of employee relations problems.
- Distinguish between individual concerns, interpersonal conflicts, performance issues, and broader organizational problems.
- Structure employee conversations around facts, expectations, concerns, and desired outcomes.
- Respond appropriately to complaints and grievances while maintaining consistency and confidentiality.
- Apply practical techniques for de-escalating difficult workplace situations.
- Facilitate constructive discussions between employees and managers.
- Use negotiation and mediation principles to support mutually acceptable solutions.
- Select appropriate conflict resolution approaches based on the nature and severity of a workplace issue.
- Document employee relations cases clearly, objectively, and consistently.
- Support managers in handling recurring employee relations challenges.
- Recognize patterns that may indicate systemic workplace problems.
- Develop preventive interventions to reduce recurring conflicts.
- Escalate complex or high-risk cases through appropriate organizational channels.
- Evaluate the effectiveness of employee relations interventions.
- Develop practical measures for monitoring workplace relationship risks.
- Prepare an employee relations improvement plan aligned with organizational priorities.

Course Outline

DAY 01

Foundations of Employee Relations Management

- The strategic role of employee relations in organizational performance.
- Employee relations versus employee engagement and employee experience.
- The relationship between employees, managers, HR, and leadership.
- Building trust and professional workplace relationships.
- Employee expectations and organizational responsibilities.

DAY 01 — CONTINUED

- Common employee relations challenges.
- Sources of workplace dissatisfaction and relationship breakdown.
- Early warning indicators of employee relations problems.
- Communication as a foundation for healthy workplace relationships.
- Principles of fairness, consistency, respect, and confidentiality.
- Establishing an effective employee relations framework.

PRACTICAL APPLICATION

Assess a workplace scenario and identify the underlying employee relations issues, stakeholders, risks, and appropriate initial response.

DAY 02

Workplace Conflict Identification and Prevention

- Understanding the nature and dynamics of workplace conflict.
- Common sources of organizational and interpersonal conflict.
- Differences in communication styles and working approaches.
- Conflict arising from roles, responsibilities, resources, and expectations.
- Personality and behavioral factors in workplace disagreements.
- Managing conflict between employees and managers.
- Recognizing escalation patterns.
- Conflict prevention through effective management practices.
- Creating clear expectations and communication channels.
- Building psychologically safe and respectful workplace interactions.
- Designing preventive employee relations interventions.

PRACTICAL APPLICATION

Analyze several workplace conflict scenarios, identify their root causes, and develop preventive and early-intervention strategies.

DAY 03**Managing Complaints, Grievances and Difficult Conversations**

- Principles of effective complaint and grievance management.
- Receiving and assessing employee concerns.
- Separating facts, perceptions, assumptions, and emotions.
- Planning difficult employee conversations.
- Active listening and effective questioning.
- Communicating expectations and addressing concerns.
- Managing emotionally charged discussions.
- De-escalation techniques for challenging situations.
- Maintaining neutrality and professional boundaries.
- Documentation and follow-up of employee concerns.
- Escalation criteria and appropriate referral channels.

PRACTICAL APPLICATION

Conduct role-play exercises involving employee complaints, performance concerns, interpersonal disputes, and difficult manager-employee conversations.

DAY 04**Conflict Resolution, Mediation and Workplace Dispute Management**

- Principles of workplace conflict resolution.
- Negotiation approaches for employee relations situations.
- Identifying interests, positions, and underlying concerns.
- Collaborative problem-solving techniques.
- Mediation principles and structured workplace discussions.
- Managing conflicts involving multiple employees.
- Resolving disputes between teams and departments.
- Balancing employee concerns with organizational requirements.
- Reaching practical and sustainable agreements.

DAY 04 — CONTINUED

- Managing unresolved or recurring conflicts.
- Evaluating resolution outcomes and follow-up actions.

PRACTICAL APPLICATION

Facilitate a simulated workplace mediation involving conflicting employees and develop a resolution agreement with follow-up actions.

DAY 05

Employee Relations Governance and Continuous Improvement

- Building an effective employee relations governance framework.
- Roles and responsibilities of HR, managers, leadership, legal, and compliance.
- Employee relations policies, procedures, and escalation mechanisms.
- Case management and documentation standards.
- Monitoring employee relations trends and recurring issues.
- Using employee relations data to identify organizational risks.
- Measuring the effectiveness of conflict resolution interventions.
- Addressing systemic causes of workplace conflict.
- Strengthening manager capability and accountability.
- Developing proactive employee relations strategies.
- Continuous improvement of workplace conflict management practices.

FINAL WORKSHOP

Develop an integrated Employee Relations Management & Workplace Conflict Resolution framework for a selected organization, covering issue identification, prevention, complaint handling, difficult conversations, conflict resolution, mediation, documentation, escalation, governance, monitoring, and continuous improvement.



Register or Request More Information

Course page: <https://quest-training.com/courses/employee-relations-management-workplace-conflict-resolution-training-course>

Website: <https://quest-training.com>

Email: info@quest-training.com

Phone: +905016771440

