

## EMPLOYEE RELATIONS FUNDAMENTALS

<b>Start Date:</b>	05/10/2026	<b>End Date:</b>	09/10/2026
<b>Categories:</b>	Human Resources	<b>Venues:</b>	Madrid
<b>Formats:</b>	In Person	<b>Instructors:</b>	

### OVERVIEW

Employee relations sits at the point where company policy meets individual circumstances. This program equips participants to manage that relationship day to day, from routine queries through to conflict and the move into formal process. It focuses on the practical skills of handling complaints fairly, maintaining trust, resolving conflict early, and recognizing the moment an informal matter becomes one that requires structured handling.

### OBJECTIVES

By the end of this course, participants will be able to: - Explain the purpose and scope of the employee relations function - Manage the employer-employee relationship and the trust behind it - Handle employee queries and complaints fairly and consistently - Apply communication skills to sensitive situations - Identify and resolve workplace conflict early - Distinguish between informal resolution and formal process - Document employee relations matters accurately

### COURSE OUTLINE

1- The Employee Relations Function 2- The Employer-Employee Relationship 3- The Psychological Contract and Trust 4- Handling Queries and Complaints 5- Fairness and Consistency in Decisions 6- Communication Skills for ER 7- Recognizing and Resolving Workplace Conflict 8- Informal Resolution and Mediation 9- When a Matter Becomes Formal 10- Documentation and Record Keeping 11- Managing Difficult Conversations 12- Building a Positive ER Climate

### TARGET AUDIENCE

HR practitioners, employee relations officers, and line supervisors who manage employee issues.

### METHODOLOGY

Delivery combines short instructional segments with scenario discussion and role-play. Participants work through realistic ER situations across the week and practice consistent, defensible responses, finishing with a case clinic.

### CONCLUSION

Participants leave able to manage the daily employee relationship with confidence and to handle complaints and conflict in a way that protects both the employee and the organization.

## **DAILY AGENDA**

### **Day 1: The ER Function and the Employment Relationship**

Introduces the scope of the employee relations function, the foundations of the employer-employee relationship, and the role of trust and the psychological contract.

### **Day 2: Handling Queries, Complaints and Consistent Decisions**

Develops skills in receiving and managing employee queries and complaints, applying fairness and consistency across all decisions.

### **Day 3: Communication, Conflict and Early Resolution**

Covers communication skills for sensitive situations, early recognition of workplace conflict, and informal resolution and mediation approaches.

### **Day 4: Formal Process, Documentation and Difficult Conversations**

Examines the transition from informal to formal matters, documentation requirements for ER cases, and managing difficult conversations effectively.

### **Day 5: Building a Positive ER Climate — Applied Practice**

Focuses on building a constructive employee relations environment, finishing with a full case clinic applying the week's learning.

Page 2 of 3

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