

# Employee Relations: Motivation, Grievances and Discipline

## COURSE OVERVIEW

Maintaining healthy employee relations is vital for productivity, morale, and organizational growth. This course provides HR professionals, team leaders, and managers with practical tools and strategies to manage workplace motivation, resolve grievances fairly, and apply disciplinary procedures consistently and legally.

Delegates will explore modern employee relations practices, motivational frameworks, conflict resolution techniques, and case-based approaches to handling misconduct. The course empowers participants to foster a positive workplace culture and manage employee concerns proactively.

## WHO SHOULD ATTEND?

This course is ideal for HR Managers, Employee Relations Officers, Line Managers, Team Leaders, Supervisors, HR Business Partners, and anyone involved in handling staff performance, discipline, or well-being.

## COURSE OUTCOMES

Delegates will gain knowledge and skills to:

- Understand the foundations of effective employee relations
- Apply motivational techniques to improve employee performance and engagement
- Recognize early signs of discontent and address grievances constructively
- Manage formal grievance procedures with fairness and compliance
- Apply disciplinary actions legally, consistently, and respectfully
- Foster a work environment built on trust, transparency, and accountability
- Reduce conflict, absenteeism, and turnover through proactive HR practices

## KEY COURSE HIGHLIGHTS

At the end of the course, you will understand:

- Psychology of employee motivation and performance
- Grievance handling procedures and documentation best practices
- Legal and ethical aspects of disciplinary action and employee rights
- Effective communication techniques for conflict resolution
- Tools for performance management and early intervention
- Real-life case studies and role-play for grievance and disciplinary scenarios
- HR's role in balancing organizational discipline with employee advocacy
- Templates for warning letters, investigation reports, and grievance logs

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.

1. A GTC end-of-course certificate
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded