

# Core Management Series – Managing Employee Relations

## Programme Overview

### Summary

Good employee relations create workplaces where people are engaged, motivated and enjoy coming to work. As a result, productivity increases and managers spend less time managing issues such as grievances and disciplinary issues.

This 1-day workshop focuses on the manager's role in creating effective employee relations and introduces the key skills needed to help them do this. It covers key legislation and the Network Rail policies that need to be followed.

As a result, managers will gain the skills and confidence to develop strong relationships, challenge unwanted behaviours and address issues early on to reduce the chances of situations escalating to formal levels.

### Style and Approach

This one-day interactive workshop includes a variety of group activities, relevant scenarios, video, group work and action planning.

### Programme Structure

One day

### Audience

Any leaders, managers or supervisors

### Group size

16 Participants

# Programme Overview

## Preparing for the workshop

You will be sent a link to reference resources to review and refresh your knowledge of processes prior to the workshop

## Programme Topics

- Employment Relationships – The facts
- Common Law and the psychological contract
- Protected characteristics
- Balancing process with facts and relationships
- Managing and developing your team to ensure diversity and inclusion
- Impactful fact based feedback
- Handling Conflict
- Grievances & mediation
- Your role in disciplinaries
- Misconduct vs gross misconduct

## Outcomes

Having attended this course, you will be able to:

- Know what the employment relationship looks like in practical terms
- Build knowledge and understanding of the 9 Protected Characteristics
- Understand how the psychological contract is built or destroyed through day to day actions
- Recognise that time invested in creating and nurturing the employment relationship has a direct correlation on the number of grievances, disciplinaries, absence and performance issues managers face
- Identify your preferred approach to handling conflict and ways to reduce the chance of conflict escalating
- Recognise the benefits that mediation brings and when to use it to informally resolve grievances
- Increase your confidence to manage disciplinary issues and know where to find sources of support and guidance

How to Apply:

You can self-nominate via Oracle.