Employee Engagement and Retention

Employees who are engaged are more likely to stay with their organization, reducing overall turnover and the costs associated with it. They feel a stronger bond to their organization's mission and purpose, making them more effective brand ambassadors. They build stronger relationships with customers, helping their company increase sales and profitability.

Employee engagement and retention course tend to keep the organizational image well and alive within its own employees. Employees act as representatives for the company. If you want positive feedback from your employees, you need to learn how to engage them for good.

This Employee engagement and Retention training course examines the latest best practice in Employee Relationship Management. Employee Relationship Management involves managing the relationship of each employee with the organization and with each other. Employee Relations influences every HR decision made in an organization

Define the value of employee engagement to an organization and explain it

Know how to introduce and manage an effective employee relationship programme

Be able to relate the role of ER to the role of the Managers / Supervisor and Team Leader

Be able to deal with performance problems and modify the behavior of employees

Objectives

Be able to influence the behavior of managers and team leaders

Be able to operate disciplinary procedures and grievance procedure

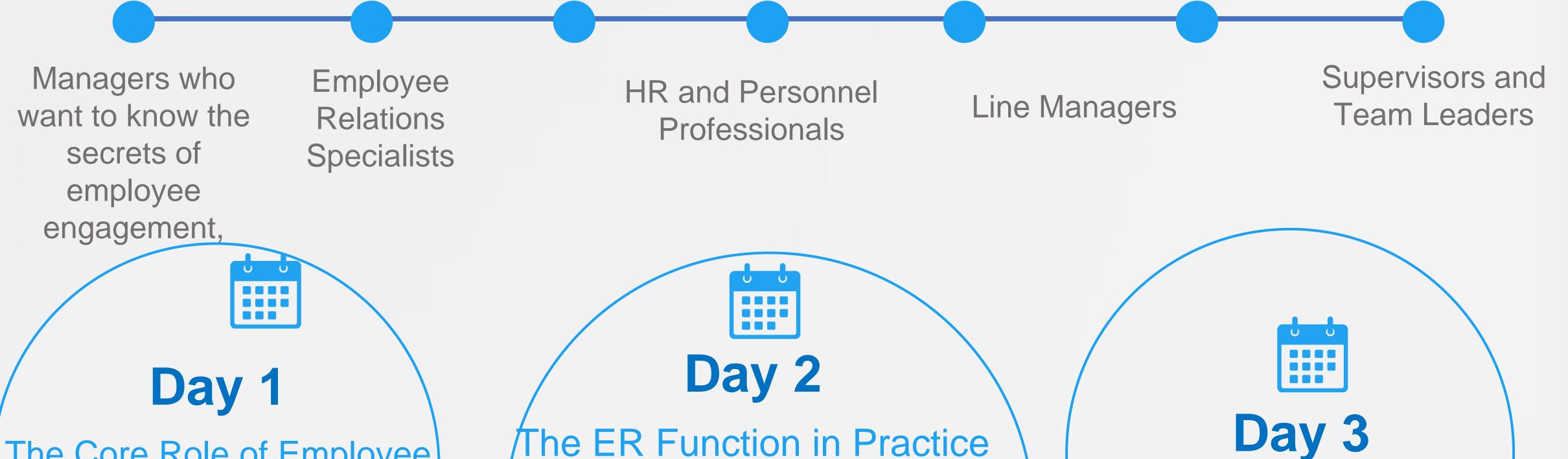
Know how to manage absence





Who should attend

Employee Engagement and Retention course is ideal for:



The Core Role of Employee Relations

- Change Management
- Understanding the lacksquareRationale of ER
- The Core Role of ER:
- The Role of ER and the Role of the Manager
- The Psychological Contract

The ER Function in Practice

- Communications, Team Briefing
- Consultation
- Discipline Poor Performance
- Appeals
- Handling Sickness Absence

Supporting the Manager Supervisor or Team Leader

- Grievances
- Management's Right to lacksquareManage
- **Equal Opportunities**
- Discrimination \bullet
- Equality and Diversity

Day 4

Managing Employee Performance and Engagement

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- The Performance Management Process
- Motivation and Goal Theory
- Giving Feedback and Coaching
- Job Enrichment
- Quality Circles and Kaizen

Day 5

Conflict Resolution -Documentation and Software

- Getting the Best from People
- Techniques for Resolving Conflict
- **Conflict Management** • Programmes
- The Ground Rules
- Personal Development Planning

