

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





Who should attend

Employee Engagement and Retention course is ideal for:

Managers who want to know the secrets of employee engagement,

Employee Relations Specialists

HR and Personnel Professionals

Line Managers

Supervisors and Team Leaders



Day 1

The Core Role of Employee Relations

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



Day 2

The ER Function in Practice

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



Day 3

Supporting the Manager, Supervisor or Team Leader

- Grievances
- Management's Right to Manage
- Equal Opportunities
- Discrimination
- Equality and Diversity



Day 4

Managing Employee Performance and Engagement

- 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