EXECUTIVE PROGRAMME IN STRATEGIC EMPLOYEE RELATIONS AND WORKPLACE CONFLICT MANAGEMENT

Introduction

The Executive Programme in Employee Relations and Workplace Management is a comprehensive executive-level programme designed to equip Human Resource professionals, line managers, labour relations practitioners, employee representatives, organizational leaders and senior executives with advanced knowledge, practical skills and strategic competencies required to build productive, legally compliant and high-performing workplaces. In today's dynamic and increasingly regulated employment environment, organizations must effectively balance organizational objectives with employee welfare, legal obligations and workplace harmony. This programme provides participants with the expertise to successfully manage these competing priorities while promoting sustainable organizational success. A key focus of the programme is ensuring compliance with labour and employment laws, international labour standards and organizational policies. Participants develop the ability to interpret and apply employment legislation, manage disciplinary procedures, administer grievances fairly, conduct workplace investigations and implement legally defensible employment decisions. Through practical case studies and real-world scenarios, participants learn how to minimize legal risks while protecting both organizational interests and employee rights.The programme also provides extensive training in workplace conflict prevention and resolution. Participants acquire practical techniques for identifying sources of conflict, managing interpersonal disputes, facilitating mediation, conducting negotiations and resolving workplace disagreements before they escalate into costly litigation or industrial action. Emphasis is placed on developing collaborative problem-solving skills that strengthen trust, improve communication and foster positive working relationships across all organizational levels. Recognizing the growing importance of employee experience, the course examines strategies for building highly engaged, motivated and inclusive

workforces. Participants explore evidence-based approaches to employee engagement, organizational culture development, employee wellbeing, diversity and inclusion, psychological safety and change management. They learn how leadership practices, communication strategies and organizational values influence employee commitment, productivity and organizational performance.

Course Objectives

- Develop strategic employee relations frameworks.
- Strengthen workplace conflict management skills.
- Apply labour laws and ethical HR practices.
- Improve negotiation and mediation competencies.
- Design effective grievance handling systems.
- Conduct workplace investigations professionally.
- Enhance employee engagement and inclusive workplace culture.

Course Modules

> Module 1: Strategic Employee Relations
- Employee relations frameworks
- HR strategy alignment
- Stakeholder management
- Workplace culture

> Module 2: Labour Laws and Compliance
- Employment legislation
- Employee rights
- Disciplinary procedures
- Legal risk management

> Module 3: Workplace Conflict Management
- Conflict analysis
- Conflict resolution models
- Early intervention
- Conflict diagnostics

> Module 4: Communication and Negotiation
- Difficult conversations
- Negotiation skills
- Trust building
- Influencing techniques

> Module 5: Mediation and Alternative Dispute Resolution
- Mediation
- Arbitration
- Facilitation
- Consensus building

> Module 6: Grievance Handling and Investigations
- Grievance procedures
- Investigations
- Evidence collection
- Report writing

> Module 7: Employee Engagement and Organizational Culture
- Engagement strategies
- Psychological safety
- Retention
- Performance culture

> Module 8: Diversity, Equity and Inclusion
- Inclusive leadership
- Managing diversity
- Harassment prevention
- Cross-cultural relations

> Module 9: Remote and Hybrid Workforce Management
- Virtual communication
- Remote conflict management
- Digital collaboration
- Performance management

> Module 10: Leadership for Positive Employee Relations
- Emotional intelligence

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- Ethical leadership
- Change management
- Action planning