Workplace Relations & Employee Engagement Training Course

Professional Development Training Course Outline

Category	Trade Unions	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Workplace Relations and Employee Engagement are critical drivers of organizational performance in today's evolving hybrid work environment, where employee expectations, digital transformation, and organizational culture are rapidly reshaping how businesses operate. Strong workplace relations foster trust, psychological safety, conflict resolution, and compliance with labor laws, while employee engagement ensures higher productivity, reduced turnover, and improved job satisfaction. Organizations that invest in these areas consistently achieve better outcomes in talent retention, performance management, and organizational agility.

Workplace Relations & Employee Engagement Training Course is designed to equip HR professionals, managers, and team leaders with practical, evidence-based strategies to build a positive workplace culture, strengthen employee experience (EX), and improve industrial harmony. It integrates modern concepts such as DEI (Diversity, Equity & Inclusion), emotional intelligence, leadership communication, and data-driven HR analytics to help organizations create a resilient and engaged workforce. Participants will gain actionable skills to manage workplace dynamics, resolve conflicts effectively, and foster a culture of continuous engagement and collaboration.

Programme Curriculum

Workplace Relations & Employee Engagement Training Course

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Course Duration

5 days

Course Objectives

1. Understand modern workplace relations frameworks
2. Improve employee engagement strategies for retention
3. Develop skills in conflict resolution and mediation
4. Strengthen labor relations and compliance awareness
5. Apply emotional intelligence in leadership
6. Enhance psychological safety at work
7. Build high-performance organizational culture
8. Implement DEI-driven workplace practices
9. Reduce employee turnover through engagement models
10. Improve communication and feedback systems
11. Manage hybrid and remote workforce challenges
12. Use HR analytics for engagement measurement
13. Strengthen leadership effectiveness in people management

Target Audience

1. HR Managers & HR Business Partners
2. Team Leaders and Supervisors
3. Department Heads and Senior Managers
4. Employee Relations Officers
5. Organizational Development Specialists
6. Business Owners and Entrepreneurs
7. Trade Union Representatives
8. Learning & Development Professionals

Course Modules

Module 1: Foundations of Workplace Relations

- Understanding workplace relations frameworks
- Employer-employee relationship dynamics
- Legal and ethical workplace standards
- Organizational behavior fundamentals
- Case Study: Workplace conflict escalation in a manufacturing firm and resolution strategy

Module 2: Employee Engagement Strategies

- Drivers of employee engagement
- Engagement vs satisfaction vs experience
- Building engagement action plans
- Recognition and reward systems
- Case Study: Tech company reducing turnover through engagement redesign

Module 3: Conflict Resolution & Mediation

- Types of workplace conflicts
- Negotiation and mediation techniques
- Handling difficult conversations
- Grievance handling procedures
- Case Study: Union-management dispute resolution in a logistics company

Module 4: Emotional Intelligence in Leadership

- Self-awareness and empathy in leadership
- Managing emotions at work
- Influencing and social awareness
- Leadership behavior impact on teams
- Case Study: Leadership transformation improving team morale in retail sector

Module 5: DEI & Inclusive Workplace Culture

- Diversity, equity, and inclusion principles
- Eliminating unconscious bias
- Inclusive hiring and promotion practices
- Cultural intelligence in teams
- Case Study: Multinational company improving inclusion metrics across departments

Module 6: Performance Management & Feedback Culture

- Modern performance appraisal systems
- Continuous feedback models
- Coaching and mentoring techniques
- Linking performance to engagement
- Case Study: Performance turnaround in a financial services organization

Module 7: Psychological Safety & Wellbeing

- Creating safe and open workplaces
- Stress management and burnout prevention
- Employee wellbeing programs
- Trust-building in teams
- Case Study: Healthcare organization reducing burnout through wellbeing strategy

Module 8: HR Analytics & Employee Experience

- Measuring engagement using HR metrics
- Employee experience mapping

- Predictive analytics in HR
- Digital HR tools and dashboards
- Case Study: Data-driven engagement improvement in a telecom company

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com