

# Navigating Employee Relations as an HR Professional

GoSkills online course syllabus

**Skill level**

Beginner

**Lessons**

17

**Pre-requisites**

No prior experience needed

**Video duration**

47m

**Estimated study time**

47m 48s

**Instructor**

Nneka Craigwell

## Introduction

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### 1 Facing ambiguity

Being an HR professional can be challenging when employees bring such a wide range of concerns to the workplace.

## Begin with the End in Mind

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### 2 Proactive vs reactive

Before solving any problem, it's necessary to understand the implications of employee relations and how to subsequently categorize.

### 3 Proactive employee engagement

By accessing available resources, you can determine what's currently in place to promote positive employee engagement?

### 4 Reactive employee relations

Organizations grow in phases.

### 5 HR and business maturation

Can you grow while helping the organization to grow at the same time?

## Common to Complex Employee Relations

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### 6 Storytelling with data

As a human resource practitioner, do you use data? After this lesson, you'll be better equipped to use data to develop employee relations solutions.

### 7 Common misconceptions

Have you ever taken a poll to gauge an employee's understanding of the role a human resource professional plays in employee relations?

**8** Employee relations scenarios  
Most employee relations issues are multifaceted and layered.

**9** Facts and 'what'  
Employee relations range from very simple to intensely complex, leaving investigators and stakeholders wondering if they've done due diligence.

## Navigating Employee Relations

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**10** Helpful resources  
The company, business unit, and departmental policies provide a great framework when determining what's next in an employee relations event.

**11** Timing, tact, and tone  
It is imperative that key messages, investigatory interviews, and other pertinent conversations be delivered both objectively and thoroughly.

**12** C.L.O.S.E and act  
After a concern is raised and the necessary steps are taken, what constitutes closure?

## Best Practice Behaviors

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**13** Maintain confidentiality  
A common question across most employee relations issues is what should remain 'confidential.' After completing this lesson, you'll be able to confidently deliver messaging related to confidentiality and how employee relations will be managed.

**14** Know the history  
A common error made while resolving employee relations is neglecting to explore similar issues and outcomes.

**15** Practice agility  
Every employee relations event is unique.

**16** Stay on track  
Employee relations issues have an uncanny ability to take us down unintended paths.

## Conclusion

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# 17

## Do the right thing

Thank you for watching this course on becoming a more adaptable and effective HR professional.

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