# Strategic Personnel Management and Employee Relations Training Course



09 - 13 Nov 2026

Cape town

4600 € (Per Person)

Ref: #HR5238_260807

## Course Introduction / Overview:

This comprehensive training course provides an in-depth exploration of the critical functions of personnel management and the nuanced art of fostering positive employee relations. In today's dynamic business environment, an organization's success is inextricably linked to its ability to attract, develop, and retain talent while maintaining a harmonious and productive workplace. This program moves beyond traditional administrative tasks to a strategic framework, empowering participants to build robust HR systems that align with organizational goals. Drawing on foundational principles and contemporary best practices, the curriculum addresses the entire employee lifecycle, from effective recruitment to performance management and fair separation. As influential author David Ulrich outlines in his seminal work "Human Resource Champions", modern HR professionals must be strategic partners, employee advocates, and agents of change. This course, offered by BIG BEN Training Center, is meticulously designed to cultivate these competencies, equipping attendees with the skills to manage conflict, ensure legal compliance, and build a culture of engagement and trust that drives sustainable business performance.

## Target Audience / This training course is suitable for:

- Human Resources Managers and Directors.
- Employee Relations Specialists and Advisors.
- Personnel Officers and Administrators.
- Line Managers, Team Leaders, and Supervisors.
- Business Owners and Senior Executives.
- Operations Managers.
- Legal and Compliance Officers.
- Anyone aspiring to a career in human resource management.

## Target Sectors and Industries:

- Banking and Financial Services.
- Information Technology and Telecommunications.
- Healthcare and Pharmaceuticals.
- Manufacturing and Engineering.
- Retail and Consumer Goods.
- Hospitality and Tourism.
- Oil and Gas.
- Governmental bodies and Public Sector organizations.
- Non-profit organizations.

## Target Organizations Departments:

- Human Resources Department.
- Operations and Production Departments.
- Legal and Compliance Department.
- Administration Department.
- All departments with line management and supervisory responsibilities.
- Strategy and Corporate Planning Department.

## Course Offerings:

By the end of this course, the participants will have able to:

- Develop and implement effective personnel policies and procedures.
- Master modern recruitment, selection, and onboarding techniques.
- Design and manage comprehensive performance appraisal systems.
- Understand the principles of compensation, benefits, and reward management.
- Navigate the legal framework governing employment and labor relations.
- Implement proactive strategies to enhance employee engagement and morale.
- Mediate and resolve workplace conflicts effectively and impartially.
- Conduct fair and thorough workplace investigations and disciplinary hearings.
- Foster a positive and inclusive organizational culture.
- Analyze HR metrics to inform strategic decision-making.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and participant-centered. We believe that adult learning is most effective when it combines theoretical knowledge with practical application. Therefore, this course moves beyond traditional lectures to incorporate a rich blend of learning techniques. Participants will engage in detailed case study analyses of real-world personnel and employee relations challenges, allowing them to dissect complex situations and formulate strategic solutions. Interactive group discussions and brainstorming sessions will encourage the sharing of diverse perspectives and experiences. Role-playing exercises will provide a safe environment to practice critical skills such as conducting disciplinary meetings, mediating conflicts, and handling sensitive employee conversations. The facilitator will provide continuous, constructive feedback throughout the sessions. The program emphasizes a collaborative learning environment where participants learn not only from the instructor but also from their peers, ensuring the skills acquired are relevant, practical, and immediately applicable to their respective workplaces.

## Course Agenda (Course Units):

### Unit One: Foundations of Strategic Personnel Management

- The evolution from personnel administration to strategic human resource management.
- Core functions of personnel management.
- The legal and ethical framework of employment.
- Developing and implementing effective HR policies and procedures.
- Understanding the link between HR strategy and organizational goals.
- The role of HR in promoting organizational culture.
- Introduction to workforce planning and talent acquisition.

### Unit Two: Mastering the Employee Lifecycle

- Strategic recruitment, sourcing, and selection methods.
- Conducting effective and legally compliant interviews.
- Designing impactful onboarding and orientation programs.
- Fundamentals of employee training and development.
- Creating career development paths and succession plans.
- Managing employee data and HR information systems (HRIS).
- Conducting effective exit interviews and managing offboarding.

### Unit Three: Performance, Compensation, and Rewards

- Designing and implementing effective performance management systems.
- Setting SMART goals and providing constructive feedback.
- Conducting performance appraisal meetings.
- Fundamentals of compensation structure and job evaluation.
- Managing employee benefits and non-monetary rewards.
- Linking performance to reward and recognition programs.
- Strategies for managing underperformance fairly and effectively.

## Unit Four: Cultivating Positive Employee Relations

- Defining the scope and importance of employee relations.
- Strategies for building employee trust and engagement.
- Effective employee communication channels and techniques.
- Managing employee grievances and complaints.
- The principles of conflict resolution and mediation.
- Conducting fair and thorough workplace investigations.
- Managing disciplinary procedures and termination processes.

## Unit Five: Advanced Employee Relations and Future Trends

- Understanding labor relations and collective bargaining.
- Managing diversity, equity, and inclusion in the workplace.
- Promoting employee wellness and mental health.
- Navigating change management and its impact on employees.
- The role of HR in crisis management.
- Analyzing HR analytics to measure employee relations effectiveness.
- The future of work, including remote work and the gig economy.

# FAQ:

### Qualifications required for registering to this course?

There are no requirements.

### How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

In an era of increasing automation and remote work, how must the traditional role of an employee relations specialist evolve to maintain a human-centric and psychologically safe workplace?

## What unique qualities does this course offer compared to other courses?

This course distinguishes itself by adopting a deeply strategic and integrated perspective on personnel management and employee relations, rather than treating them as separate, administrative functions. While many programs focus on the procedural aspects of HR, this training emphasizes the 'why' behind the 'what', empowering participants to become strategic business partners. It delves into the psychological underpinnings of employee behavior, conflict, and motivation, providing insights that go beyond standard policy manuals. The curriculum is built around a philosophy of proactive and preventative employee relations, teaching participants how to build a positive culture that minimizes disputes, rather than simply reacting to them. We focus on developing critical thinking and nuanced judgment through complex, real-world case studies and role-playing scenarios that mirror the challenges managers face daily. The course content is continuously updated to reflect contemporary issues such as managing hybrid teams, promoting psychological safety, and leveraging HR analytics, ensuring participants leave with not just foundational knowledge but also a forward-looking toolkit to navigate the future of work.