

Employment Relations

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HRM

624

Lecture 9



Employment Relations

Sources and strategies of Employee
relations conflicts

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9th Lecture

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Lecture Agenda

- **Employment relations**
- **Vertical Employee Relations.**
- **Horizontal Employee Relations.**
- **Employee Relations Sources of Conflicts**
- **Employee Relations Strategy**
- **Key Elements of an Effective Employee Relations Issues**

Framework

What is Employment relations?

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- The relationship that exists between an employer and its employees is referred to as employee relations. The phrase has theoretical as well as practical applications, depending on the situation. This phrase may apply to a team that certain businesses have set aside specifically to preserve and enhance employee relations.
- In addition to helping to create a feeling of community inside an organisation, employee relations is primarily concerned with the development of positive connections and interactions between employers and employees.
- This can be fostering open lines of communication at work or attending to the mental, physical, and emotional well-being of staff members.

Compare between Vertical and Horizontal Employee Relations

Vertical and Horizontal Employee Relations

- The two primary hierarchies in employee interactions are denoted by these phrases. Either one or all of these organisations will be involved in all employee relations matters and tactics.

Vertical Employee Relations

- **Vertical Employee Relations:** The relationships that exist between an employee and their superiors—such as management, executives, and administration—are discussed here.

Horizontal Employee Relations

- **Horizontal Employee Relations:** This phrase refers to all interactions between coworkers at the same level, such as when they collaborate on a project or just have a conversation during breaks.

Employee Relations Sources of Conflicts

- When workers believe their rights or expectations are not being respected or met by the firm, problems with employee relations may occur. Typical problems with employee relations include:

Lack Of Job Security

Lack Of Job Security

- A key component of worker job happiness is security. Workers want to know that their jobs are secure and that they won't be fired arbitrarily without good reason.
- If workers perceive any lack of security, it might lower their morale and productivity as they wonder about their futures in the organisation.

Lack Of Job Security

- When a person feels unsecure in their work, it's because they don't know what opportunities there are for advancement, salary rises, and stable positions within the organisation.
- Or in a situation when the business fires workers without good reason with ease. One of the main problems with lack of security is that nobody wants to work somewhere where their future is unknown.

Inequality

Inequality

- Employee perceptions of discrimination or unfair treatment will give birth to employee relations problems. This might be discrimination based on gender, ethnicity, age, religion, or any other category when it comes to remuneration for the same work.

Inequality

- It also encompasses bias of any kind, which can cause animosity and low motivation. Employee unhappiness can result in low morale and productivity due to unequal opportunities (Favouritism).

Poor Communication

Poor Communication

- Tension, miscommunication, and discord can result from inadequate communication between bosses and employees. Workers could not understand what is expected of them by the firm or believe that management is not paying attention to what they have to say.
- These kinds of circumstances eventually cause morale to decline and may result in discontent among employees.

Low Pay

Low Pay

- A key component of creating a successful business is recognising and rewarding your staff for their contributions. One of the main problems with low compensation that affects employee relations is that it can cause staff discontent, lower productivity, and eventually employee turnover.
- If workers believe their pay does not adequately compensate them for the quantity of effort they perform, they may feel underappreciated or undervalued by their employer.

Poor Leadership

Poor Leadership

- Poor leadership can lead to employee dissatisfaction, low morale, and decreased productivity. When employees feel that their manager or supervisor is not adequately supporting them, they may become frustrated and less engaged in their work. Poorly run meetings can also result in employee relations issues, as employees may feel unheard or disrespected by management.

Bad Working Condition

Bad Working Condition

- A working environment aids the employees' productivity. A work environment with inadequate health and safety standards, unhealthy air quality, outdated technology, or overcrowding can lead to employee relations issues.
- In such cases, employees may feel unsafe and uncomfortable in their work environment, eventually leading to employee dissatisfaction and decreased productivity.

Lack Of Professional Development Opportunities

Lack Of Professional Development Opportunities

- Every employee wants to be challenged, grow, and develop their skills.
- Employee relations issues can arise when employees don't have the opportunity to do this or feel that they are not supported in taking on additional tasks or responsibilities.

Lack Of Employee Recognition And Benefits

Lack Of Employee Recognition And Benefits

- Recognizing employee contributions is important to employee satisfaction. Employee relations issues can arise when employees do not feel appreciated or rewarded for their work.
- Similarly, employee relations issues may result due to a lack of company support when employees don't have access to benefits such as health insurance or retirement plans.

Employee Relations Strategy

Foster A Positive Work Environment

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A positive work environment can go a long way in fostering employee relations. This could include

- providing employees with comfortable workspaces,
- incorporating employee feedback into decision-making processes,
- offering flexible working arrangements,
- implementing team-building activities,
- and recognizing employee contributions.

**Make Sure Communication Is Transparent,
Timely, And Relevant**

Make Sure Communication Is Transparent, Timely, And Relevant

- Effective employee communication is essential for managing employee relations issues.
- Employees must be kept up to date on company news and changes, as well as any employee benefits or opportunities they may be entitled to.

Develop An Employee Grievance Process

Develop An Employee Grievance Process

- Having an employee grievance process in place can help employers address employee relations issues quickly and effectively.
- This should include procedures for handling complaints, disciplinary action, mediation services, and other resources necessary for resolving employee disputes.

Key Elements of an Effective Employee Relations Issues Framework

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- First, there must be a **clear understanding** of company policies and procedures, ensuring everyone knows their rights and responsibilities.
- **Consistent enforcement** of rules and regulations is essential to maintain a fair and equal work environment.
- Encouraging **open and honest communication** fosters trust and transparency within the organization.

Key Elements of an Effective Employee Relations Issues Framework

- **Fair and unbiased** conflict resolution procedures should be in place to address any issues that may arise.
- Finally, **continuous improvement** based on feedback and evaluation helps to ensure that the framework remains effective and adaptable.

Any Questions

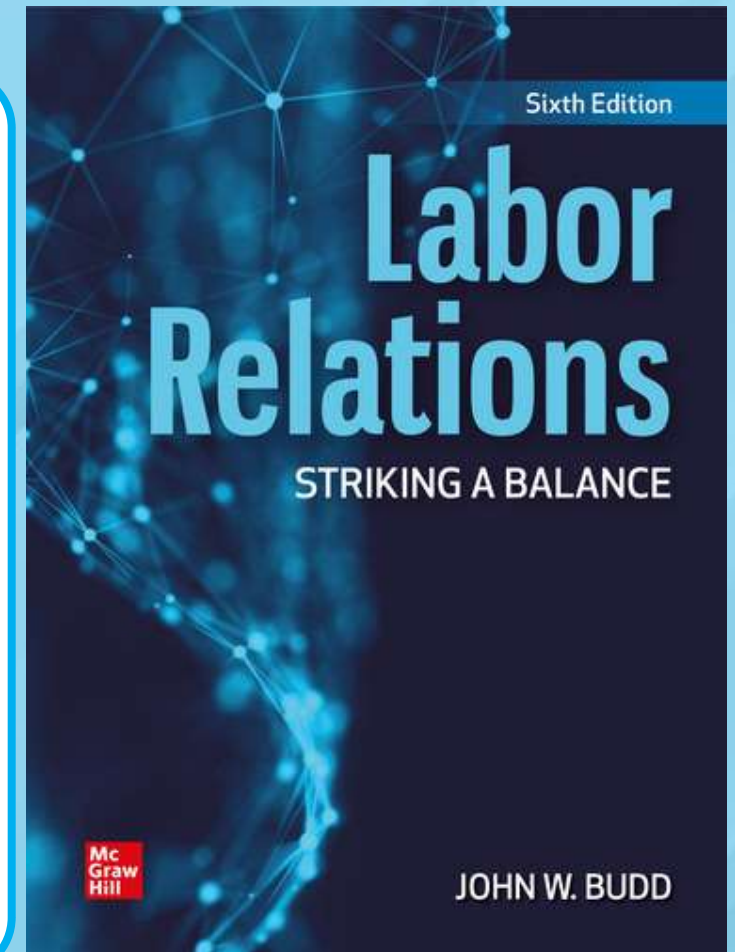


List of references

Textbook:

John W. Budd , Labor relations textbook , MC Graw-Hill , 6th edition .

[7 Examples of Employee Relations Issues and How to Handle Them - Risely](#)





Thank You