

Employment Relations

Employee relations issues and
strategies for improvement

Prepared by Dr. Nourhan Sayed

HRM 624

7th Lecture

Lecture (7)





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Common Employee Relations Issues

Efforts towards employee relations will always face challenges and issues, both for small and large businesses.

Common Employee Relations Issues

A. Pay Rise

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- Probably the most challenging conversation in a workplace revolves around pay rise requests. They are veritable minefields, some of them escalating into full confrontations or resignations just because of a single misconstrued word.
- Use this as an opportunity to acknowledge that employees decided to talk before they walked to better pay.

Common Employee Relations Issues

B. Hours and Wage Issues

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- To maintain a strategic distance from wage and hour infringement and decrease the possibility that workers will debate their paychecks, consider self-service timekeeping computer program that permits them to clock in and out from their keen gadgets. Self-service will empower representatives to keep track of and oversee their plans.

Common Employee Relations Issues

c. Interpersonal Conflicts

c. Interpersonal Conflicts

- Conflict can happen in any environment, and the work environment is certainly no diverse. Debate between workers can emerge due to individual or work-related reasons, dissimilar points of view, or communication issues. In the event that there's not a straightforward way for the two parties to communicate, the struggle can turn into poor worker morale or the termination of a team member.

c. Interpersonal Conflicts (Cont'd)

- Often, resolving such disputes creates better employee relationships, paving the way for future success.

Here are some solutions to resolve such argument.

Let's talk about it.

Listen to both sides of the story without bias and help them reach a common perspective.

c. Interpersonal Conflicts (Cont'd)

- Be empathetic:

Understand that employees have concerns too and listen to their frustrations.

- Be an active listener:

Listening to employee concerns without interrupting to get to the root of the problem can be of great help.

Common Employee Relations Issues

D. Annual Leave

D. Annual Leave

- Annual leave is another sensitive issue that can give rise to disputes.
- When poorly managed, annual leave issues can have a negative impact on your business.
- annual leave is important for employees for many reasons: it's a way to reduce stress levels, boost motivation within the company, and increase productivity.

D. Annual Leave (Cont'd)

- Many HR departments struggle with annual leave, especially when planning and tracking leave.
- Other leave situations, such as sick leave, stress leave and parental leave, require better and more effective ways to monitor and avoid complications.

Common Employee Relations Issues

F. Attendance issues

F. Attendance issues

- Attendance issues are a common problem in most workplaces. Perhaps some employees are late for work, others don't come to work at all, or a buddy punching covering up for them.

F. Attendance issues (Cont'd)

- Additionally, most managers are unable to reach out to their employees, probably because they don't want to be "that guy" within the company.

However, lateness or absence without unavoidable reasons will not be accepted.

F. Attendance issues (Cont'd)

- Time tracking and attendance issues are common problems, but many can be solved by using employee self-service software.
- Enabling employees to manage their time and communicate directly about time and attendance issues through their smart devices reduces the risk of conflicts and provides practical benefits.

Common Employee Relations Issues

G. Adequate workplace safety

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- Employee injuries and accidents are one of a manager's worst nightmares.
- Regardless of industry or sector, companies should do more to promote workplace safety.

G. Adequate workplace safety (Cont'd)

- Workplace safety starts with providing employees with the proper safety equipment, such as masks, goggles, and gloves.
- A good policy should also ensure that employees don't work too much overtime and become unduly fatigued.

Best Strategies To Enhance Employee Relations

Introduction

- Small businesses have an advantage in relation to their employees.
- The smaller the number of employees, the easier it is to build a foundation for a good work culture and strong relationships.
- By investing in the company's goals and vision from the beginning, you set yourself up for a successful relationship in the future.

1. Honest communication

Best Strategies To Enhance Employee Relations

1. Honest communication

1. Honest communication

- Good and honest communication is the basis of any relationship.
- It's important to communicate openly with your employees and create a safe space where everyone feels free to speak up and ask questions.
- Communication between managers and employees is always a challenge.

1. Honest communication (Cont'd)

- You want to focus on your future work, set goals, and move forward with important projects.
- Your team is looking for your advice across multiple channels.
- Approaching communication effectively can contribute to a dynamic workplace culture that reduces conflict, increases engagement, and increases productivity.

1. Honest communication (Cont'd)

- How we can improve communications between managers and employees:
 - a. Schedule frequent one-on-one meetings. These kind of meetings are the ideal way to find out about the specifics, obstacles, and concepts that your employees are thinking about.

1. Honest communication (Cont'd)

- How we can improve communications between managers and employees:
 - b. Set up team meetings every week. Every member has to know about the current tasks and difficulties as well as the upcoming deadlines. Encouraging colleagues to ask questions during meetings and maintaining a casual tone are two effective practices.

1. Honest communication (Cont'd)

How we can improve communications between managers and employees:

c. Adopt contemporary means of communication.

We already know that a variety of applications facilitate better collaboration at work. There are several solutions available to you, ranging from chat platforms (Slack, Teams) to tracking project/task updates (Asana, Monday), document collaboration (Docs), and video conferencing (Meet, Zoom).

1. Honest communication (Cont'd)

- How we can improve communications between managers and employees:

d. Ask and give constructive feedback. . When discussing performance, the progress of a project, or team dynamics, be explicit about your expectations, what is successful, and what still needs improvement. People feel more confident when obstacles are overcome and they know that the management is rooting for them. Additionally, don't be hesitant to offer both favourable and negative criticism.

Best Strategies To Enhance Employee Relations

2. Cultivate a trustworthy relation

2. Cultivate a trustworthy relation

- Prevent micromanaging your staff. Make sure everyone is aware of your expectations of them, what they should do, and that you are there to help if needed. Then move away and give them space. Have faith in them.

2. Cultivate a trustworthy relation (Cont'd)

- The foundation of a successful business is trust. And there are a number of other kinds of trust you should take into account: faith in the mission and guiding principles of the company; trust in your selection of deserving candidates for important roles; trust in HR procedures and leadership; and trust amongst coworkers.

2. Cultivate a trustworthy relation (Cont'd)

- How to build trust at work, how to build confidence with coworkers:
 1. Be honest
 2. Be considerate
 3. Offer support
 4. Show appreciation
 5. Respect people.

Best Strategies To Enhance Employee Relations

3. Develop a listening habit

3. Develop a listening habit

- Keep in mind to pay attention to their responses the next time you engage in conversation with your team. Listening, communicating, and problem-solving are all necessary for talks to be healthy, productive, and effective.
- Although it's important for every employee to be a good listener, this isn't always the case. We listen at work in order to gain new information, comprehend the task at hand, and improve as professionals.

Best Strategies To Enhance Employee Relations

4. Write a transparent employee relations policy

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- The company's standards and regulations, as well as instructions for handling issues pertaining to employees, must be included in the policy. Remember that you will probably handle individual employees differently from your organisation as a whole. It is helpful to have an employee handbook that explains such regulations in detail.

Best Strategies To Enhance Employee Relations

5. Invest in your people

5. Invest in your people

- Investing in your staff is another way to demonstrate your concern and foster a positive work environment. The following are some aspects of learning and growth that are important to consider:
 - a.Feedback: We are able to comprehend the viewpoints of our staff and offer guidance on next steps because of their helpful criticism.

5. Invest in your people

- b. Flexibility: Allow your staff to plan times for their own learning and allow them to manage their time and responsibilities.
- c. Career paths: For every position you have inside the company, have a career path.
- d. Mentorship programmes: When your company want to help seasoned leaders and novice managers exchange information, expertise, and experience.
- c. People skills and technical trainings: Investing in the training of current staff is the first step towards having better employees.

Best Strategies To Enhance Employee Relations

6. Train your managers in employee relations

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- Managers are playing a bigger role than ever in their relationships with employees.
- When you train your managers on teamwork, conflict resolution, and change management, your employees will notice a difference right away.
- Learn some of the most important skills in human resources management.

Managers can be selfish and self-centered (also known as narcissism).

6. Train your managers in employee relations (Cont'd)

Poor employee relationships can negatively impact a company in a variety of ways:

- High Absenteeism
- Poor Performance
- Damaged Company Reputation
- Lack of Employee Commitment
- Interpersonal Conflicts
- Unpleasant Work Environment.

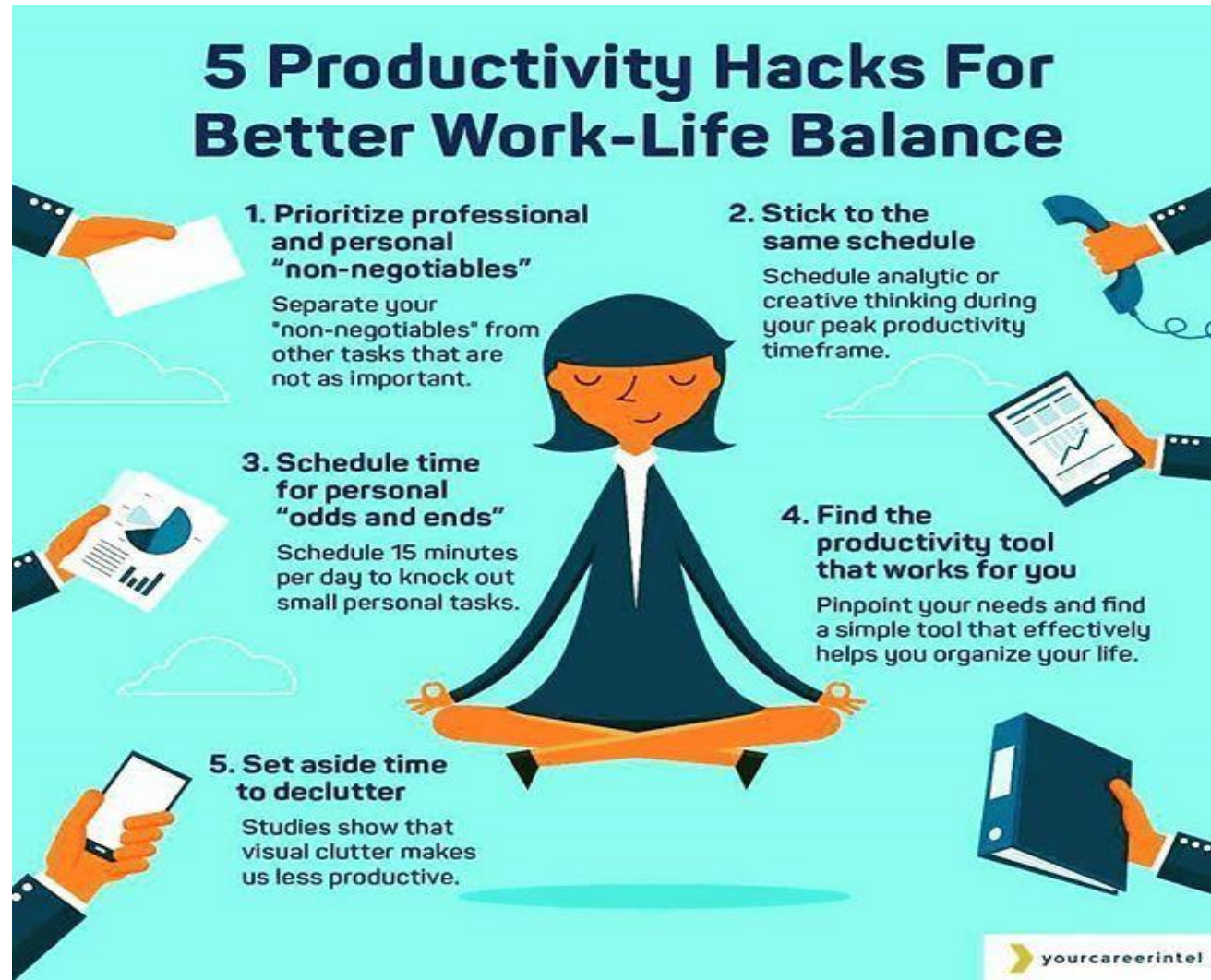
Best Strategies To Enhance Employee Relations

7. Promote healthy work-life balance

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- Unfortunately, some managers and employees forget that their personal lives come first. The only good thing about coronavirus is that it makes us a little more hedonistic.
- We are increasingly seeking and valuing benefits that allow us to achieve a better work-life balance. This includes flexible working hours, paid time off, and health benefits. But it's not just about the benefits.
- Changes occur depending on the attitude of management. Employees often welcome the opportunity to work from home, but that doesn't mean they should be asked to take their work home with them.

7. Promote healthy work-life balance



Best Strategies To Enhance Employee Relations

8. Inspire and reward

8. Inspire and reward

- Don't just communicate your vision and goals, create them with your employees.
- Employees often have insights that can make a big difference to their efficiency and the success of their company.
- Creating a positive work environment and a healthy company culture begins with valuing your employees and giving them the recognition and recognition they deserve.
- Remember that everything is based on mutual respect, trust and compassion.

8. Inspire and reward(Cont'd)

When building your recognition program, consider the following:

- Provide employees with clear growth factors.
- Treat employees fairly.
- Track Performance.
- Introducing variety.
- Celebrate success.
- Share credit in a timely manner.

References

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

•Thank you .