

HR PORTFOLIO

Employee Relations and Engagement for HR Professionals

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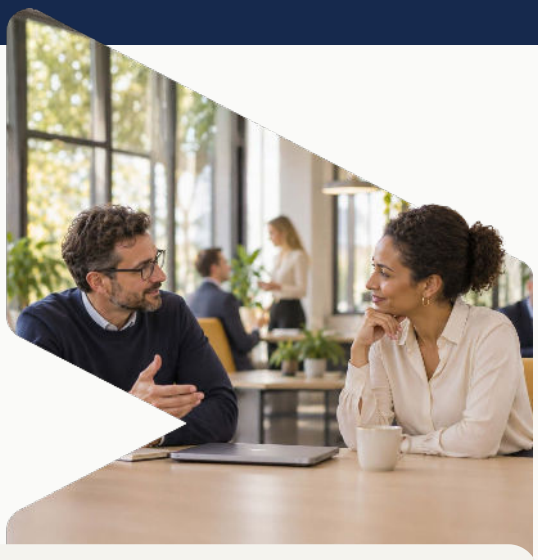
NEW

Employee Relations and Engagement for HR Professionals

Building a Culture of Trust

Strengthen trust, engagement and psychological safety, and handle complaints, conflict and investigations with fairness, consistency and care.



WHO IS IT FOR

- HR business partners and HR managers
- Employee relations and employee experience specialists
- Culture, engagement and OD professionals
- HR professionals who handle complaints, conflict and investigations

LEVEL

New | Mid-level | Senior

WHAT YOU'LL LEARN, PRACTISE AND USE

Learn

- What builds and breaks trust in organizations — especially during change
- How psychological safety drives performance and learning
- Principles for fair, consistent employee relations

Practise

- Diagnosing trust and engagement from your own data
- Handling a difficult employee relations case from complaint to resolution
- Communicating change in a way that keeps trust

Use

- A trust and engagement action plan for your organization
- An employee relations case-handling framework
- Your plan to build psychological safety with leaders

WHY THIS PROGRAMME MATTERS TO YOU

- Constant change and AI make employees uncertain about their future. Trust is harder to build and easier to lose.
- Engagement scores show a problem, but not always what to do about it.
- People need to feel safe to speak up — about mistakes, concerns and new ideas — for performance to hold.
- Complaints, conflicts and investigations land on HR, and how they are handled shapes trust across the organization.
- As more work is supported by technology, human skills — judgement, empathy, influence — matter more, not less.

KEY COMPETENCES

- Organizational Trust
- Psychological Safety
- Employee Engagement
- Employee Relations
- Wellbeing
- Human Skills

Practical Information

FACE-TO-FACE

2 days

€3,295

LIVE ONLINE

2 days

€3,295

AVAILABLE IN-COMPANY

This programme is available as an in-company solution for your teams. mce.eu/inco

SCAN HERE

FULL OUTLINE, DATES & LOCATIONS →

Programme modules

DAY 1

MODULE 1

Trust as the foundation of culture

- What builds and breaks trust at work
- How AI and constant change test trust
- Diagnosing trust and engagement in your organization

MODULE 2

Psychological safety and engagement

- Making it safe to speak up, challenge and learn
- Engagement and wellbeing that go beyond the survey
- Equipping leaders to build trust day to day

DAY 2

MODULE 3

Employee relations with fairness

- Handling complaints, conflict and grievances
- Running fair, well-documented investigations
- Difficult conversations with empathy and clarity

MODULE 4

Human skills and lasting culture

- Judgement, empathy and influence in the AI era
- Communicating change without losing trust
- Your culture action plan, reviewed with peers

BUSINESS IMPACT

What your organization gains

- Higher engagement and retention through periods of change
- Fewer escalated conflicts, and cases handled consistently
- Leaders who build trust in everyday decisions
- A culture where people speak up early — before problems grow

Upcoming sessions

Dates and locations to be confirmed.

mce.eu/programmes/employee-relations-and-engagement-for-hr-professionals/

Register at mce.eu

Also available in-company

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FOR MORE INFORMATION, PLEASE CONTACT

+32 2 543 21 20 · info@mce.eu

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